

PERFORMANCE WORK STATEMENT

Section C-1, General Information

1.1 Scope of Work. The Performing Activity (PA) shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the work and provide support as defined in this Performance Work Statement (PWS) except as specified in Section C-3, Government Furnished Property and Services, for Rock Island Arsenal (RIA), Rock Island, Illinois. The PA shall perform to the standards in this PWS. The estimated quantities of work are listed under Section C-5 and Technical Exhibit (TE) 2, Workload.

1.1.1 PA Responsibilities. The PA's work and responsibility shall be comprised of, but not be limited to, planning, programming, administration, and management necessary to assure all services, functions and operations are conducted in accordance with the terms and conditions of this PWS. The PA shall comply with all Federal, State and local applicable laws, regulations, and any changes or revisions thereto. The PA shall adhere to such laws and regulations including when they are changed or revised during the performance of this PWS. The PA shall ensure that all work meets or exceeds the specifications in this PWS and all applicable regulations. The PA shall perform its own administrative services necessary to accomplish the work, i.e., internal payroll documents, internal administrative document handling.

1.1.2 Summary of Functional Services to be Provided. The following major functional Information Technology areas are included in this PWS: Automation, Telecommunications, Visual Information, and Printing and Publications. The specific services to be provided for the execution of this PWS are detailed by functional area and by general terms in Section C-5 of this PWS. The PA is expected to provide all required services at the acceptable level of performance as determined by TE-1, Performance Requirements Summary (PRS).

1.1.3 Background Information. The following paragraphs cover the background as it pertains to the history and mission of RIA. It is imperative the PA fully understand where this installation has been and the direction that it is heading.

1.1.3.1 History. RIA is a field operating activity under the command jurisdiction of the Commanding General, United States (U.S.) Army Operations Support Command (OSC). RIA was established by an Act of Congress in 1862 at Rock Island, Illinois, on an island in the Mississippi River. The installation encompasses approximately 946 acres, and serves as Headquarters for OSC, as well as various other tenant agencies.

1.1.3.2 Mission. The mission of RIA is to perform manufacturing and its required direct support to include engineering, product assurance, and Tool Set and Basic Issue Item fabrication. Other missions of RIA are to provide administration, logistical, and facility support services, including passenger travel and personal property services to OSC Headquarters, tenant activities, and supported activities.

1.1.4 Interfacing Requirements. The PA's performance of the required functions must enhance the overall mission success. The PA shall interface with the Government and other contractors on a daily basis within the scope of this PWS. The failure of another contractor is not an excusable delay for non-performance of this PWS.

1.1.5 Other Interfacing Support Contracts. The PA shall maintain cooperative and businesslike relations with other installation support contractors with whom it comes in contact. Any difficulties or disagreements with these contractors shall be brought to the attention of the Contracting Officer (KO).

1.2 PA Personnel.

1.2.1 General Manager. The PA shall designate in writing a General Manager who shall be physically present on site, except on legal public holidays, for the PA's main shift, during normal duty hours Monday through Friday. The General Manager shall act as the overall manager and central point of contact (POC) with the Government for work performed under this PWS. The PA shall designate in writing an alternate to act for the General Manager when work is being performed at hours other than normal duty hours, or during absences such as illness, vacation, etc. Advance notice of such designations shall be furnished to the KO. The General Manager or designated alternate need not be dedicated exclusively to contract administration, but shall have full authority to commit the PA to immediate action on matters pertaining to the administration of this PWS. The General Manager and alternate shall be able to understand, speak, read, and write the English language.

1.2.2 Other Personnel. The PA shall provide necessary personnel to maintain performance standards and accomplish required services within specified time frames. PA personnel shall be legal residents of the United States. The Government reserves the right to request and review documentation (e.g., certificates, training records, work records) certifying the personnel filling positions. The Government reserves the right to refuse to permit any PA employee to perform services under this PWS. The PA shall establish and enforce standards to ensure employee safety. IAW AR 380-67, *Personnel Security Program* (dtd September 1998), all non-U.S. citizens must have an approved waiver to access Automated Information System (AIS).

1.2.3 Literacy of PA Employees. All PA employees shall be literate in the English language to the extent of being able to read and understand all safety, health, and security regulations, and traffic signs posted on RIA. English shall be used for all correspondence, Contract Data Requirements Lists (CDRLs), and logs. In addition, each PA employee shall be able to read and understand the following:

- a. Any necessary instructions concerning equipment to the extent that performance of assigned duties requires an employee to operate, maintain, repair, or in some way interact with the facilities and equipment

- b. Any regulations, directives, or policies that a person must know in order to accomplish PWS required services

1.2.4 Standards of Conduct. The PA shall maintain satisfactory standards of employee competency and conduct, and for taking disciplinary actions against his employees as necessary. The PA shall remove from the job site any PA employee found under the influence of alcohol, illegal drugs, or any other incapacitating agent during the tour of duty. The PA shall remove any employee whose conduct or appearance debase or discredit RIA or the Department of the Army. The Government reserves the right to require removal from the job site of any PA employee who endangers persons or property, whose continued employment is inconsistent with the interests of military security, or whose presence deters the accomplishment of required services. In such cases, the KO or Designated Representative (DR) will advise the PA of the reason for requesting an employee's removal, or withdrawal of his authorization to enter the installation. The Government's exercise of its right to grant and revoke access by particular individual(s) to its facilities will not constitute a breach or change to this PWS, regardless of whether said individual(s) is employed by the PA, and regardless of whether said individual(s) is thereby precluded from performing work under this PWS.

1.2.5 Appearance of Personnel. Personnel in administrative areas and personnel whose duties involve them in briefings and instructional projects on and off the installation, must be clean, well groomed, and wear appropriate attire. Other PA personnel shall wear appropriate attire commensurate with their positions and safety requirements. PA personnel shall wear an identification badge while performing their daily duties. Badge procedures are noted in paragraph 1.5 of this document. The Government has the final approval on requests for special clothing needs and wearing of such. If the PA deems it necessary for uniforms, the design and color of these uniforms shall be submitted to the KO or DR for approval. The uniforms will be at the PA's expense.

1.2.6 Off-Duty Government Personnel. The PA shall not hire off-duty Contracting Officer Representative (COR) or Quality Assurance Evaluator (QAE) personnel, nor any other person whose employment under the PWS would, or appear to, result in a conflict of interest. The PA is cautioned that off-duty active military personnel hired under this PWS may be subject to permanent change of station, change in duty hours, or deployment. Military Reservists and National Guard members employed by the PA may be called to active duty and their absence shall not constitute an excuse for not performing the requirements of this PWS.

1.2.7 Fraud, Waste, and Abuse. The PA shall maintain proper conduct and good discipline with PA provided equipment, materials and in the work areas. PA personnel shall be alert to suspected situations of fraud, waste, and abuse against the Government that are observed during the performance of this PWS. The PA shall take corrective action within his area and immediately report these situations to the KO.

1.2.8 Smoking. The PA shall comply with all DOD and local regulatory requirements,

which establish uniform policies governing smoking in and around Government owned buildings at RIA.

1.2.9 Training. The Government may periodically provide in-service training to PA personnel on a space-available basis. The PA shall submit a written request to the KO or DR in order to attend Government sponsored training.

1.2.10 Medical Services. Medical services for PA personnel are the responsibility of the PA. Army medical activities will provide emergency care, to the extent that medical services are available, to any person while performing duties required by this PWS when necessary to prevent undue suffering or loss of life for job related injuries.

1.2.11 PA Personnel Identification. The PA shall furnish in writing to the KO, not later than (NLT) 30 calendar days prior to start of contract performance, a list of employees who will perform under this PWS. The PA shall notify the KO, in writing, of any addition, deletion, or change within 5 working days of such change. This list shall include each employee's name, work assignment, certification, qualifications, and experience.

1.2.12 Performance. The PA shall meet performance standards listed in this PWS and PRS, and shall not be relieved of any performance requirements because of waiting ~~on~~ for supplies, materials, or parts. The only deviation allowed will be for materials and parts deemed by the COR to be long lead time or hard to procure items from commercial sources. In such cases, the COR shall document the contract file and shall notify the KO immediately where there is disagreement between the PA and the COR.

The PA shall comply with the time schedule to perform the monthly, quarterly, semi-annual, and annual requirements of this PWS. The PA shall propose a time schedule to the KO for approval that identifies the date for each requirement. This time schedule shall be provided NLT 30 days prior to the start of the contract performance date and annually thereafter. The time requirement to update plans, regulations, reports, and other deliverables shall be from the date the item was last completed. The PA shall use the following time frame unless a specific time is stated in the PWS:

Weekly - Once every 7 days

Monthly - Once every 30 days

Quarterly - Once every 3 months

Semi-Annually - Once every 6 months

Annually - Once every 12 months

Bi-Annually - Once every 2 years

1.3 **Quality Control.**

1.3.1 Quality Control Program. The PA shall establish and maintain a Quality Control Plan (QCP) to ensure the requirements of this PWS are provided as specified. This plan shall be turned in to the KO or DR NLT 60 days after contract award date. The KO or DR will notify the PA of acceptance or required modifications to the plan before the contract performance date. The PA shall make appropriate modifications (at no additional costs to the Government) and obtain acceptance of the plan by the KO or DR before the start of the first operational performance period. The PA shall appoint a Quality Control representative that is knowledgeable of the necessary requirements of this program. Updates to the plan to assure compliance to the PWS requirements are the responsibility of the PA as part of normal preventive and corrective actions. The plan shall include, but not be limited to, the following:

- Be structured to assure the individual responsible for Quality Control (QC) is independent from other parts of the PA's organization
- Assure the individual responsible for QC is directly accountable to the PA's top management
- Contain procedures for written and verbal communication with the Government regarding performance of the contract
- Contain clear, measurable, and acceptable levels of performance
- Contain procedures for preventing defects and deficiencies, early detection of problems, and handling corrective actions without dependence upon Government intervention
- Contain equipment operator maintenance related QC measures
- Contain surveillance procedures for each service to be monitored under this PWS. These procedures shall identify the list of items under surveillance, who will perform the surveillance, the frequency and method of surveillance, and procedures for correction of deficiencies.
- Include a system to investigate and resolve customer complaints forwarded by the Government. The investigation results shall be documented and forwarded to the Government to include immediate corrective actions to prevent future complaints.
- Provide a record of all PA QC checks and corrective actions. These files shall be maintained by the PA and shall be available upon request to the KO or DR during the performance period.

1.4 Quality Assurance. According to the Inspection of Services clause, the Government will evaluate the PA's performance. The QAE will follow the methods of surveillance and document surveillance observations as specified in TE-1, PRS. When an observation indicates defective performance, the QAE will require the General Manager or designated on-site PA representative to initial the observation to acknowledge the deficiency. The acknowledgement of the observation does not necessarily constitute PA concurrence with the observation, only that the PA has been made aware of the defective performance. Government surveillance of tasks not listed in the PRS or by methods other than listed in the PRS (such as provided for by the Inspection of Service clause) may occur during the

performance period of this contract. Such surveillance will be done according to the Inspection of Services clause as specified in Section E, Inspection and Acceptance, of this contract. Any action taken by the KO as a result of surveillance will be according to the terms of this solicitation.

1.4.1 Performance Evaluation Meetings. The General Manager may be required to meet at least weekly with the QAE and the KO or DR during the first month of the performance period. Meetings will be as often as necessary thereafter as determined by the KO or DR. However, if the PA requests, a meeting will be held whenever a Contract Discrepancy Report (CDR) is issued. The written minutes of all performance evaluation meetings will be prepared by the Government and shall be signed by the General Manager, KO or DR, and QAE. Should the PA nonconcur with the minutes, the PA shall so state any areas of nonconcurrence in writing to the KO within 7 workdays of receipt of the signed minutes. The minutes will be included in the contract file.

1.4.2 Quality Assurance Evaluator (QAE).

1.4.2.1 The QAE(s) is/are a representative(s) of the KO and will participate in the administration of this contract, except where exemptions have been approved by the KO. Subsequent to the contract award, the identity of the QAE with a brief resume of their duties and authority will be furnished to the successful bidder.

1.4.2.2 The QAE(s) will inform the PA of discrepancies and will request corrective actions. The QAE(s) will make a notation of the discrepancy on their surveillance checklist with the date and time the discrepancy was noted and will request the General Manager or designated on-site PA representative to initial the entry on the checklist.

1.4.2.3 Any matter alleging a change to the scope, prices, terms, or conditions of this contract shall be referred to the KO and not to the QAE(s).

1.4.2.4 The PWS required services performed by the PA are subject to review by the KO during the performance periods.

1.4.3 Appointment of Contracting Officer's Representative (COR). The KO will designate individual(s) to act as the COR under any resultant contract. Letter from the KO will designate such representatives with an informational copy to the PA. The COR will represent the KO in the technical phases of the work, but will not be authorized to change any of the terms and conditions of this PWS. The COR will act in a liaison capacity to coordinate activities between the PA and RIA as required in the performance of work under this PWS.

1.5 Security. A Facility Security Clearance is not required for performance under this PWS unless specifically noted in Section C-5. The PA shall comply with installation and other applicable security requirements. Certain individuals performing specific duties may require clearances or favorable background checks before being assigned these duties. The PA's

personnel and property shall be subject to search and seizure at any time while at RIA. This includes entering, leaving, and being present within the installation boundaries.

1.5.1 Identification Badges. The PA shall ensure that each PA employee acquire a Government identification badge in accordance with (IAW) RIA procedure. RIA, through the Security Management Office, will furnish badges. PA personnel shall wear the badge conspicuously displayed at all times while performing required services at RIA. Should a badge be lost, damaged, or destroyed, it shall be replaced immediately by the Government.

1.5.2 Physical Security. The PA shall safeguard all Government property. At the close of each work period or shift, facilities and equipment shall be secured IAW Army Regulation (AR) 190-51, *Security of Unclassified Army Property* (dtd 30 September 1993) and AR 525-13, *Antiterrorism Force Protection (AN/AP): Security of Personnel, Information, and Critical Resources* (dtd 10 September 1998). The PA shall verify authorization of persons requesting entry to PA controlled work areas.

1.5.3 Restricted Areas. The PA shall comply with restricted area procedures and instructions. PA personnel working in restricted areas may be required to sign in and out, and state the nature of business at the entrance point. Work in restricted areas after normal duty hours shall be coordinated with the respective Restricted Area Security Officer through the KO or DR (reference AR 190-13, *The Army Physical Security Program* [dtd September 1993]).

1.5.4 Government Office Areas. Government and PA personnel will be working in work areas simultaneously during normal working hours. The PA shall cooperate with the personnel in the immediate area where any service or maintenance work is being performed. Work performed after normal duty hours shall be coordinated with the KO or DR, and the Law Enforcement and Physical Security Office.

1.5.5 Key Control. The COR is responsible for issuing keys to the PA. The PA shall establish a key control system IAW AR 190-11, *Physical Security of Arms, Ammunition and Explosives* (dtd February 1998), and AR 190-51, *Security of Unclassified Army Property* (dtd 30 September 1993), to ensure that none of the keys issued to PA personnel are lost, misplaced, or used by unauthorized persons. The PA shall not duplicate Government keys.

1.5.6 Vehicle Security. The PA shall ensure that all Government furnished vehicles in the vehicle storage area are locked, secured, windows closed, etc., whenever parked and left unattended, particularly at the end of each duty day. The PA shall conduct a vehicle security program to include instructions to all drivers. The PA shall ensure that privately owned vehicles are parked in the appropriate designated areas, unless otherwise approved by the COR (reference AR 190-51, *Security of Unclassified Army Property* [dtd 30 September 1993]).

1.5.7 Visitors and Inspectors. The PA shall verbally notify the KO or DR of all official visitors or inspectors prior to their being granted access to Government facilities operated by the PA on the installation. The KO or DR will inform the PA if access is to be granted. After

each visit or inspection, the PA shall report in writing to the KO or DR giving the names of the visitors and the purpose of their visit. All recommendations and required actions from Government inspections will be documented by the inspecting agency and delivered to the KO for resolution.

1.5.8 Building Security. All buildings will be locked between 1800 and 0530 daily. Each building will also be locked for the entire weekend and Federal holidays. Exit from buildings at any time will be possible. Entry to the buildings after duty hours will be by contacting the RIA Police Department only. Government issued badges are required for entry.

1.5.9 Access to Facilities and Equipment. It shall be the PA's responsibility, through the KO or DR, to obtain PA employee access to buildings not under direct control of the PA, and arrange for the buildings to be opened and closed.

1.5.10 Reserved.

1.5.11 Removal of Government Furnished Equipment. In no case, without prior approval of the COR, will any Government furnished equipment be removed from RIA facilities. The Government reserves the right to request an inventory of Government provided equipment items.

1.5.12 Restrictions Against Disclosure. PA personnel shall comply with security requirements with regard to disclosures of intelligence and PA sensitive information. No such information shall be provided by PA personnel to any outside agency without the prior approval of the COR. The PA shall provide any media announcements to the RIA Public Affairs Officer for review and approval prior to release to the media.

1.5.13 Lock Combinations. The PA shall establish and implement procedures to ensure lock combinations are not revealed to unauthorized persons. The PA is not authorized to record lock combinations without written approval from the KO or Security Manager. Authorized written combinations to containers or rooms that store classified information and material shall be marked and stored at the same classification level as the information and material stored within the safe or room.

1.6 Hours of Operation. With the exception of work required to be accomplished outside regularly scheduled hours, all work shall be performed during normal working hours of 0600 to 1630 Central Time Monday through Friday, excluding Federal holidays.

1.6.1 Shifts. The PA shall establish a main shift during normal duty hours, in which a majority of its employees shall work.

1.6.2 Work Performed During Other Than Normal Duty Hours. Work, other than emergency work and work which cannot be accomplished during normal duty hours, shall be coordinated with the KO or DR at least 24 hours prior to the work's commencement. All

overtime work shall be included in the PA's total price.

1.6.3 Legal Public Holidays. Except as otherwise specified, routine work shall not be scheduled on holidays or holidays observed in lieu thereof. See FAR clause 52.0000.4034 Section H, for a listing of Federal holidays to be used for this contract. The basic workweek is Monday through Friday. If a holiday falls on a Saturday, the preceding Friday is the holiday. If a holiday falls on a Sunday, the following Monday is the holiday.

1.6.4 Installation Closures. When an unforeseen installation closure occurs on a regularly scheduled day of work, the Government shall have the following options:

1.6.4.1 Reschedule the work so it is performed the following day unless the following day falls on a weekend. Routine work is not scheduled for Saturday or Sunday.

1.6.4.2 Reschedule the work on any day that is mutually satisfactory.

1.6.4.3 When mutually agreed, forgo the work and reduce payment to the PA for the work not performed.

1.6.5 Strike Plan. The PA shall submit a Strike Plan NLT 60 days after contract award date. The PA shall have the ability to implement this Strike Plan for all functions covered under a collective bargaining agreement to include:

1.6.5.1 How the PA shall immediately implement the Strike Plan as soon as work stoppage occurs.

1.6.5.2 How the work force shall be augmented.

1.6.5.3 How problems causing the work stoppage shall be resolved.

1.6.5.4 How urgent and critical functions shall be performed until the work stoppage is terminated.

1.6.6 Mobilization Requirements. The PA shall prepare and submit a mobilization plan NLT 60 days after contract award date. The plan shall address how the PA shall meet an increase in workload in the event of RIA mobilization. The PA shall implement the mobilization plan as directed by the COR. Initial instructions from the COR may be given orally. Written instructions will follow within 24 hours from the KO. Changes to the mobilization plan shall be submitted to the KO not later than 7 working days prior to the effective date of change.

The PA shall be prepared to change normal operating hours and normal operating days, as well as operational shifts. The plan shall include provisions to operate 7 days per week, 24 hours per day and be prepared to expand their productivity by approximately 50% within 180 days of the mobilization date.

The PA shall participate in mobilization exercises to the extent required.

1.6.7 Work Backlog at Contract Start Date. There is currently no work backlog and none is forecasted. However, the PA shall complete all backlog work requirements and work in progress at contract start date.

1.6.8 Contingency Requirements. RIA must plan in advance how it will meet mission requirements in the event of a national emergency or natural disaster. RIA must be able to react to such events without undue delay. Sudden or unusual events can result in a great impact upon the PA's performance and contract requirements. The PA shall continue and expand performance as necessary, as directed by the KO. In the event that a national emergency or natural disaster occurs and results in an increase in work directed by the KO and an increase in the cost of performance, such increase shall be subject to the KO's approval.

The PA shall be prepared to support RIA for contingencies such as: Chemical Incidents; Threatcons; Civil Disturbances; Local Mutual Assistance; Natural Disasters; Demonstrations; Terrorism Acts; and higher headquarters exercises.

The PA shall assume that the Government cannot provide any supplemental forces and will continue to need the same or additional performance under this PWS, which the PA will be required to meet.

1.7 Conservation of Utilities. The PA shall operate all shops, buildings, structures, and areas included in the performance of this PWS in an energy efficient manner to preclude waste of Government furnished utilities and fuels. In the case of an energy emergency, the PA shall comply with the direction of the KO.

1.7.1 Compliance Requirements. Compliance with the RIA Energy Program includes, but is not limited to:

1.7.1.1 Training personnel to conserve energy by turning off unneeded equipment and utilities.

1.7.1.2 Use of lights only in areas where work is actually being performed.

1.7.1.3 Water faucets or valves shall be turned off after required usage has been accomplished.

1.7.1.4 Complying with water bans imposed by local, State, or Federal agencies.

1.7.1.5 All engines in vehicles parked for more than 2 minutes shall be shut off.

1.7.2 Inspection Requirements. The RIA Energy Conservation Coordinator may

inspect, without advance notice to the PA, any of the facilities operated by the PA.

1.8 Records. The PA shall maintain complete and accurate files of documentation, records, and reports required under the terms of this PWS. The PA shall not allow access to the files by any Government agency, non-Government agency, or individual unless specifically authorized by the KO. Files shall be made available to the KO upon request. All files will become the property of the Government and shall be turned over to the KO at the completion or termination of this contract.

1.8.1 Contract Data Requirements. Contract Data Requirements shall be a basis for evaluating PA performance in specific services required in the contract. The PA shall develop and maintain a data system, which will provide accurate and complete data for reports. This system shall be subject to approval by the KO or DR. Reports and feeder data, which the PA shall submit, are delineated in TE-7, CDRLs. Reports include both those in final form and feeder data for inclusion in reports. Logs and records are not considered to be reports, but data extracted from them for submission to the Government may be considered to be a report. Formats for these reports shall be approved by the KO or DR prior to use. When a report is scheduled on a Federal holiday, the report will become due on the next working day following the holiday. Contract Data Requirements shall be accurate, legible, complete, timely, and distributed IAW TE-7.

1.8.1.1 Logs and Records. The PA shall maintain complete, current, legible, and accurate records of CDRL deliverables. These logs shall record tasks performed and significant events in chronological order. Logs and records shall be made available at any time for inspection and/or reproduction upon request of the COR or QAE. Unless otherwise specified, logs and records shall be maintained for the life of the contract. Upon completion of the contract, they shall be turned over to the Government.

1.8.1.2 Additional Reporting Requirements. In addition to the reports set forth in the CDRL, the PA shall notify the Government of:

1.8.1.2.1 Any circumstances of needed repair of the facilities, or unusual soiling of an area which may affect PA performance, create unhealthful, hazardous conditions, or any delays or interference of work by Government employees. Such report(s) shall be made immediately by the PA to the KO or DR.

1.8.1.2.2 All personal articles found by the PA or its employees shall be turned into the Law Enforcement and Physical Security Office.

1.8.1.2.3 Circumstances that would affect the PA's performance of work required under this PWS.

1.8.1.2.4 All suspicious activities and conditions conducive to crime shall be reported immediately to the Directorate of Law Enforcement and Physical Security.

1.8.1.3 Final Disposition of Records, Reports, Charts, Logs, and Maps. All reports, charts, logs, and maps shall become the property of the Government upon completion or termination of the contract and shall be available for inspection by the Government upon request at any time during the performance period. Any Government publications provided to the PA during its performance under this contract shall be returned to the Government. Manufacturer's brochures and warranty materials obtained by the PA, incidental to the performance of the PWS, shall be turned over to the Government upon completion or termination of the contract. Records relating to the normal accomplishment of a task, or a mission, are required to be filed by the respective contract paragraph number in chronological order. Disposition of all records shall be the responsibility of the Government.

1.8.2 Agreements. The PA shall honor the terms of any existing and subsequent Memorandums of Understanding, Interservice Support Agreements, and Mutual Aid Agreements. Copies of these agreements will be available for review in the bidder's library.

1.9 Environmental Protection. In case of an environmental emergency, the PA shall comply with the direction of the KO.

1.9.1 Regulations and Laws. The PA shall comply with all Federal, State, and local laws, regulations, and standards regarding the Environmental Protection and Enhancement Program. All environmental protection matters shall be coordinated with the KO or DR. The Environmental Coordinator's Office will review questions on environmental compliance and provide guidance as needed. In case of an environmental event or disaster, the PA shall comply with the Government's emergency services plan provided to the PA by the COR.

1.9.2 Compliance Requirements. The KO or DR, the RIA Environmental Coordinator, or other Regulatory Officials may inspect PA operated facilities without advance notice to the PA. Access for inspection by authorized personnel shall be granted upon request.

1.9.3 Citations. Citations for non-compliance with environmental standards on Government facilities operated by the PA are a matter for resolution through the Environmental Coordinator's Office and between the PA, RIA Commander, and the Environmental Protection Agency (EPA) or State of Illinois Regulatory Authorities.

1.10 Government Observations. Government personnel, other than the Contracting Officers and PA, may from time-to-time, with the KO's and PA's coordination, observe PA operations.

1.11 Safety Requirements. The PA shall comply with stated safety requirements outlined in this PWS. Safety requirements include such areas as vehicle operation, fire prevention, and safety and health programs.

1.11.1 Vehicle Operations. The PA shall comply with vehicle requirements outlined in

this PWS, such as proper identification, insurance requirements, and parking.

1.11.1.1 Identification of PA Vehicles. PA-owned motor vehicles shall at all times display valid state of registry license plates and be maintained in a safe operating condition. All PA-owned vehicles shall conspicuously display the PA's company name or logo on both sides of the vehicle. Any PA-owned motor vehicles used for transporting Government property shall be properly equipped and designed to ensure protection of the property.

1.11.1.2 Privately Owned Vehicles. In order to operate privately owned vehicles on RIA property, vehicle owners shall be required to carry insurance IAW the laws of the State of Illinois.

1.11.1.3 Vehicle Parking. The PA shall comply with all local regulations concerning vehicle parking.

1.11.2 Fire Prevention. The PA shall comply with all codes, regulations, memorandums, circulars, Department of the Army (DA) Pamphlets, directives, and training manuals pertaining to maintenance, service, installation, and repair of equipment concerning the fire protection and fire prevention services on RIA. The codes, regulations, memorandums, circulars, DA Pamphlets, directives, and training manuals include, but are not limited to the following: National Fire Protection Association Codes; AR 420-90, *Fire and Emergency Services* (dtd September 1997); RIA Regulation 420-2, *RIA Program for Fire and Emergency Services* (dtd June 1999); Uniform Building Code, DOD 4270.1-M, *Policy Guidelines for Installation Planning Design, Construction and Upkeep* (dtd September 1987); and any changes, revisions, or new publications issued during the life of the contract.

1.11.2.1 Fire Prevention Program. The PA shall comply with the RIA Fire Prevention Program for Government furnished facilities occupied by PA personnel IAW RIA Regulation 420-2, *RIA Program for Fire and Emergency Services* (dtd 16 June 1999). This includes complying with the responsibilities listed for Office Chiefs, Major Organizations, and each Building Manager and Area Fire Marshal.

1.11.2.2 Fire Safety. The PA shall familiarize PA employees with the method of initiating a fire alarm. The PA and its employees shall be cognizant of, and shall observe, all requirements for the handling and storage of combustible supplies and materials, and the daily disposal of combustible waste, trash, etc. (Reference: RIA Regulation 420-2, *RIA Program for Fire and Emergency Services* [dtd 16 June 1999]).

1.11.2.3 Approvals. The PA shall obtain flame permits from the RIA Fire and Emergency Services Division prior to using any open flame devices or heat producing equipment such as portable furnaces, tar kettles, gas and electric welding and cutting equipment, gasoline torches, etc. (Reference: RIA Regulation 420-2, *RIA Program for Fire and Emergency Services* [dtd 16 June 1999]).

1.11.3 Housekeeping. The PA shall maintain all shops, buildings, structures, and areas used during the performance of this PWS in a clean, orderly, and sanitary condition. The premises shall be kept free of accumulated waste material and rubbish resulting from work. Combustibles shall be removed daily and the premises kept clean.

1.11.3.1 Management and administrative areas occupied by the PA, and being serviced by the Government's custodial service provider, will receive only the level of support currently authorized in that contract. In no event will the PA direct the custodial service provider to perform services other than those services required by the custodial contract. The KO shall be notified of any problems in this area.

1.11.4 Safety and Health.

1.11.4.1 Safety and Health Program.

1.11.4.1.1 The PA shall establish a safety and health program IAW 29 Code of Federal Regulations (CFR), *Labor*, Parts 1910 and 1926, dated July 1999. In addition, all safety regulations, and supplements thereto, listed in this PWS as mandatory or advisory shall be adhered to. The PA shall appoint a qualified Safety Representative.

1.11.4.1.2 If citations are issued to the PA due to noncompliance with any Occupational Safety and Health Administration (OSHA) Standard, the PA shall prepare and coordinate resolution with the KO.

1.11.4.1.3 The PA's safety and health program shall include a safety and health plan showing methods and procedures for ensuring compliance with requirements in Paragraph 1.11.4.1 of this document. This plan shall be submitted for approval NLT 60 days after contract award date.

1.11.4.2 Failure to Comply. If the PA fails or refuses to comply with its Government approved safety plan, or performs work in a manner which creates a safety or health hazard to Government or PA employees, the KO may issue an order stopping all, or part, of the work until satisfactory corrective action has been taken. No part of the lost time due to any such stop work order shall be made the subject of a claim for extension of time, excess costs, or damages to the PA.

1.11.4.3 Working Environment. The PA shall furnish each of its employees with a place of employment which is free from recognized hazards that cause, or are likely to cause, death or serious physical harm. Each employee shall comply with OSHA standards, rules, regulations, and orders which are applicable to his own actions and conduct, along with applicable U.S. Army Regulations.

1.11.4.4 Protective Equipment. The PA shall provide employees with the appropriate personal protective equipment and the training in its use and care, as prescribed in the applicable OSHA Standard for such equipment. Respiratory equipment used by PA employees shall be

approved by the National Institute of Occupational Safety and Health. Areas which require the wearing of personal protective equipment and/or clothing shall be identified to employees during training and by the use of adequate signs. The PA's plan shall include procedures to be implemented for the cleaning, sterilizing, and storing of personal protective equipment.

1.11.4.5 Medical Coverage. The PA shall maintain medical surveillance records on personnel occupationally exposed to chemicals and processes. The PA shall further ensure that such personnel undergo physical examinations to the extent, and frequency, prescribed in DOD 6055.5-M, *Occupational Health Surveillance Manual* (dtd July 1982). Examples of chemicals and processes include, but are not limited to: ionizing radiation, laser, microwave, ultraviolet, infrared or intense visible light, noise continuous at 85 decibels (A-weighted) or greater, impact or impulse at 140 decibels or greater, pesticides, and carcinogens.

1.11.4.6 Hearing Protection. The PA shall provide baseline audiograms for all employees subjected to levels of sound pressure in excess of 85 decibels. An audiometric hearing technician shall give baseline audiograms. Audiograms shall be performed, utilizing an approved booth and proper equipment, following a quiet period for the employee examined. Noise controls shall be implemented utilizing suitable engineering methods. The PA shall provide proper hearing protection along with training on its use. Audiograms will be referred to a qualified physician for evaluation. In the instance of a significant threshold shift, the individual shall be notified and referred to a physician at the PA's expense. The PA will ensure that PA employees wear suitable personal protective clothing and equipment.

1.11.4.7 Unhealthful Conditions. The PA shall identify to the KO or DR any unsafe or unhealthy conditions which could be detrimental to the health of employees. The KO or DR will determine what corrective actions, if any, are necessary to correct the conditions.

1.11.4.8 Safety Orientation. Upon starting work, the PA shall give each new employee a safety orientation concerning the hazards and precautions of the job assigned. The PA shall make employees aware of all existing hazards, and any new hazards shall require a continuous training program. Electricians, electronic technicians, and mechanics shall receive training in Cardiopulmonary Resuscitation and First Aid equivalent to that specified in Army Materiel Command (AMC) Regulation 385-100, *Safety Manual* (dtd September 1995). This training is the responsibility of the PA.

1.11.4.9 Reporting. The PA shall telephonically report to the KO or DR and Chief, Safety Office, within the time limits outlined in the PA's Safety Plan, any bodily injury, death, damage to Government property, and accidental loss of Government property resulting from the activities of the PA, its agents, or employees. A written accident report shall be forwarded through the KO to the Chief, Safety Office, within 2 working days after the date of the accident. All injury records required by OSHA shall be maintained using OSHA Form 200 (Reference: AR 385-40, *Accident Reporting and Records* [dtd 1 November 1994]).

1.11.4.10 Safety and Health Surveys. The PA shall perform a safety and

health survey to detect and correct safety and health hazards at least annually. A copy of the findings and corrective actions taken or proposed shall be furnished to the KO or DR IAW the appropriate CDRL.

1.11.4.11 Safety Meeting. The PA shall hold safety meetings as necessary to ensure that all PA personnel are aware of safety policies, health problems, and accidents.

1.11.4.12 Chemicals. When a substance is determined to be hazardous, according to 29 CFR, *Labor*, Part 1910.1000, dated July 1999, the PA shall provide appropriate medical surveillance IAW regulations set forth by OSHA, American National Standards Institute (ANSI), DA, and AMC. When a flammable or toxic substance must be used, the employee shall be informed of the hazard and instructed in safety precautions. When engineering and management controls are not feasible, protective clothing and equipment shall control the hazard presented by the substance (Reference: AR 40-5, *Preventive Medicine* [dtd 15 October 1990], and AR 385-10, *The Army Safety Program* [dtd May 1988]).

1.11.4.13 New Equipment/Material. Prior to purchasing or installing new machinery or any new product, or modifying a previously approved operational process, the PA shall ensure that the equipment, machinery, changes, or products incorporate all requirements necessary to protect employees who may be affected by them. In addition, all changes must incorporate requirements necessary to protect the environment against potential hazards and meet the requirements of OSHA Standards and U.S. Army Regulations.

1.11.4.14 Signs. The PA shall ensure all signs, traffic markings, equipment, and machinery are marked, or painted, to identify hazards IAW 29 CFR, *Labor*, Parts 1910 and 1926, dated July 1999.

1.11.4.15 Guards. The PA shall ensure that all operating equipment and tools have guards which conform with the provisions of OSHA Standards and AMC Regulation 385-100, *Safety Manual* (dtd September 1995). An inspection and maintenance schedule shall be initiated to ensure prompt correction, or repair, of all violations as specified in AR 385-10, *The Army Safety Program* (dtd May 1988), plus any AMC and/or OSC supplements thereto. In the event correction of violations cannot be accomplished within 30 calendar days, abatement program procedures as required by AR 385-10, *The Army Safety Program* (dtd May 1988), shall be initiated.

1.11.4.16 Hazards. In accomplishing some of the work involved in this PWS, PA personnel may be exposed to hazardous materials or conditions during the performance period. These hazardous materials or conditions include, but are not limited to, the following:

Dust	Asbestos	Metal Chips
Sewage	Acids	Radiation
Waste Water	High Voltage	High Intensity Light
Chemicals	Gases (Industrial)	Confined Spaces

X-Rays	Polychlorinated Biphenyl	Metal Dust
Flammable Liquids	High Elevations	
Combustible Materials	High Intensity Noise	

Work with these materials or hazards will be coordinated with the COR or area occupants to ensure isolation of areas and cleanup of facilities as appropriate, so hazardous exposure of personnel or contamination of facilities does not occur.

1.11.4.17 Disclosure of Carcinogenic Substances. Based on current Government awareness, the following are the only known or suspected carcinogens potentially involved in this scope of work:

PCBs	Etchant Waste
Chemical Lab Compounds	Nickel & Nickel Compounds
Plating Wastes	Cadmium & Cadmium Compounds
Solvents	Formaldehyde
Asbestos	Laboratory Reagents
Acid Compounds	Rubber Compounding Materials
Pesticides	

1.11.4.18 Handling of Hazardous or Toxic Substances.

1.11.4.18.1 Dielectric Liquids. Dielectric liquids in electrical devices may contain PCBs. The U.S. EPA classifies PCBs as toxic and regulates their use. Some items have label designators, such as Askarel and Pyranol, indicating the liquid contents have high proportions of PCBs. Consequently, no analysis is necessary. The device is classified automatically as a PCB item. The RIA Environmental Coordinator's Office maintains a listing of PCB names. Transformers that are not labeled or have not been tested may contain varying amounts of PCBs which must be determined by an EPA approved analysis. Analysis must be coordinated through the RIA Environmental Coordinator's Office. Only authorized personnel may service devices which contain dielectric liquid.

1.11.4.18.2 U.S. EPA. The EPA regulates fluids containing PCBs as follows:

- a. Less than 2 parts per million (ppm) is not regulated.
 - b. More than 2 ppm, but less than 50 ppm, requires special incineration.
 - c. "PCB oil," less than 50 ppm turned in to Defense Reutilization and Marketing Office (DRMO) for disposal. Equal to or greater than 50 ppm, but less than 500 ppm, the oil and the item are treated as PCB contaminated.
 - d. Equal to or greater than 500 ppm, the oil is regulated as a PCB material.
- Conformance with these procedures is required at all times. The PA shall also comply with current regulations issued by the EPA and State of Illinois for the handling of PCBs. All instances of a PCB spill or leak shall be reported to the COR within 30 minutes.

1.11.4.18.3 Handling PCBs. Additional requirements for handling PCBs appear in the following publications. However, these publications are not limited to handling PCBs.

- a. Refer to American Society of Testing & Materials (ASTM) D-923 (Sampling Industrial Liquids) for methods of obtaining liquid samples.
- b. Refer to ASTM D-877 (Dielectric Voltage Tests) for acceptable voltage breakdown values during tests of dielectric liquid to determine its insulating ability.
- c. Refer to ASTM D-1534-95 (Liquid Acidity Tests) to determine oxidation of the liquid.
- d. Refer to ASTM D-1524-94 (Liquid Color Tests) to determine contamination of the liquid.

1.11.5 Emergency Services. Emergency work may be required during or after normal duty hours. The PA shall have qualified personnel available or on call 24 hours per day, 7 days per week, to perform emergency work. During duty hours, the PA shall initiate corrective action for emergency work immediately upon being notified and at no additional cost to the Government.

1.11.6 Safety, Security, Environmental Inspections, and Investigations. The Government reserves the right to conduct announced or unannounced security, safety, and environmental inspections at any time on equipment and facilities used in support of this contract. The PA shall comply with all applicable regulations and their supplements in order to provide proper security and safety controls. The PA shall cooperate with Government officials in the conduct of all investigations.

1.12 Transition Period. The transition period shall start not earlier than 90 days prior to the contract start date. The PA shall establish a transition plan NLT 60 days after the contract award date. This plan shall address the transition from an in-house operation to a PA operation.

1.12.1 Transition Change Period. To ensure a smooth transition in the change of work effort from current in-house to PA, the PA shall begin the orientation as required by the solicitation. The purpose of this orientation period is to:

1.12.1.1 Observe work accomplished by in-house Government employees

1.12.1.2 Become thoroughly familiar with work requirements and work procedures

1.12.1.3 Complete personnel staffing requirements including the hiring of personnel to assure satisfactory performance beginning on the contract start date. Soliciting Government

personnel for employment during their duty hours is prohibited, unless interview arrangements are made through the Contracting Officer and personnel offices at RIA

1.12.1.4 Obtain background investigations, if required

1.12.1.5 Complete training requirements and accomplish necessary training of PA employees

1.12.1.6 Complete the development of necessary work plans and procedures

1.12.1.7 Complete the development of QC plans and procedures as necessary

1.12.2 The PA shall include this orientation period in the phase-in schedule presented to the Government.

1.12.3 The PA will be allowed access to the facilities to familiarize supervisors, key personnel and staff with equipment, reporting, work scheduling, and procedures, and perform a joint inventory. However, such access shall not interfere with the performance of work by current Government personnel. To preclude such interference, arrangements for access to the Government facilities shall be made with the KO. Access will be limited to the following:

1.12.3.1 PA supervisor and clerical personnel

1.12.3.2 PA equivalent of a Government supply clerk

1.12.3.3 PA foreman level personnel will be permitted access to observe operations, work flow, priorities, scheduling, equipment handling, storage, parts, safety, security, etc.

1.13 Phase Out.

1.13.1 If there is a change in PA or if the operation reverts to in-house, the incumbent PA shall provide familiarization, as described in paragraph 1.12 of this document, to the Government or the follow-on PA, whichever the case may be. During the phase-out familiarization period, the incumbent shall be fully responsible for operation of all functions.

1.13.1.1 The incumbent PA and a Government Representative shall perform a joint inventory of Government Furnished Equipment NLT 60 calendar days prior to the completion of the contract period. During the phase out period (end of contract), the PA shall return a like inventory of Government Furnished Materials to the Government in the quantities originally furnished. The Government will verify this inventory NLT 10 calendar days prior to completion of the contract period. The PA shall comply with the requirements stated in Federal Acquisition Regulation (FAR) 45.5.

1.13.1.2 The Government reserves the right to conduct site visits in all PA-operated

facilities in conjunction with the solicitation of offers for the follow-on contract. In the event the follow-on contract is awarded to other than the incumbent, the incumbent PA shall cooperate to the extent required to permit an orderly changeover to the successful PA. With regard to the successor PA's access to incumbent employees, a recruitment notice may be placed in each facility.

1.14 Contract Administration. Contract Administration is retained by the Contracting Officer, HQ OSC, Rock Island Arsenal, Rock Island, Illinois 61299-6000.

Section C-2, Acronyms/Definitions

ACRONYMS

ACERT Army Computer Emergency Response Team
ACF2 Access Control Facility 2
ADAS Automated Directory and Answering System
ADN Area Distribution Node
ADP Automatic Data Processing
ADPE Automatic Data Processing Equipment
ADS Automated Data Systems
ADSM Automated Data System Manual
AIS Automated Information System
AMC Army Materiel Command
AMDF Army Master Data File
ANSI American National Standards Institute
ANSOC Army Network Systems Operations Center
APOG Application Owners Guide
AQL Acceptable Quality Level
AR Army Regulation
ARDEC Armament Research, Development, and Engineering Center
ARMOSH Army Occupational Safety and Health Program
ASCII American Standard Code for Information Interchange

ASTM American Society of Testing and Materials

ATM Asynchronous Transfer Mode

BOA Basic Ordering Agreement

BPA Blanket Purchase Agreement

C2P Command and Control Protect

CBT Computer Based Training

CCSS Commodity Command Standard System

CD Compact Disk

CDR Contract Discrepancy Report

CDRL Contract Data Requirements List

CD-ROM Compact Disk-Read Only Memory

CFR Code of Federal Regulations

CICS Customer Information Control System

CLIN Contract Line Item Number

COMSEC Communications Security

CONUS Continental United States

COOP Continuity of Operations Plan

COR Contracting Officer's Representative

CORPEST Corporate Estimating System

COTS Commercial Off-the-Shelf

CPU Central Processing Unit

CRCS Conference Reservation and Control System

DA Department of the Army

DB Data Base

DBMS Data Base Management System

DBOF Defense Business Operations Fund

DC Direct Current
DCE Data Communications Equipment
DCSS Digital Conferencing and Switching Systems
DISA Defense Information Systems Agency
DISN Defense Information Switched Network
DOD Department of Defense
DODAAC Department of Defense Activity Address Code
DPA Data Processing Activity
DPAS Defense Property Accountability System
DR Designated Representative
DRMO Defense Reutilization and Marketing Office
dtd dated
DTV Desktop Video

EAID Equipment Authorization Inventory Data
ECP-S Engineering Change Proposal – Software
EIA Electronics Industry Alliance
E-mail Electronic Mail
EPA Environmental Protection Agency
ERD Entity Relationship Diagram
EXORDER Expenditure Order

FACS Facilities Assignment and Control System
FAR Federal Acquisition Regulation
FAX Facsimile Transmission
FDR Fast Dump Restore
FEDLOG Federal Logistics Record
FPS Forms Printing System
FTP File Transfer Protocol

FTS Federal Telecommunications System

FY Fiscal Year

GB Gigabyte

GFE Government Furnished Equipment

GFM Government Furnished Material

GFS Government Furnished Software

GIN Governmental-In-Nature

GR Government Representative

HDSS Help Desk Service System

HEAT Helpdesk Expert Automation Tool

hr hour

hrs hours

HTML Hyper Text Markup Language

HW Hardware

IAW in accordance with

IDEF Integrated Definition for Function

IEEE Institute of Electrical and Electronics Engineers

IHS Information Handling Services

IOC Industrial Operations Command

IP Internet Protocol

IPTV Internet Protocol Television

ISDN Integrated Services Digital Network

ISS Information Systems Security

ISSO Information Systems Security Officer

ISVS International Switched Voice Service

ITU International Telecommunications Union

ITU-T International Telecommunications Union – Telecommunications
Standardization Sector

JAD Joint Application Development

JHCS Joint Hazardous Classification System

JOPCN Job Order Product Control Number

Kb kilobits

KO Contracting Officer

LAN Local Area Network

LCD Liquid Crystal Display

LSR Local Service Request

M-F Monday through Friday

Mb Megabit

MCU Multi-Point Control Unit

MHz Megahertz

MIL PRF Military Performance Specification

MIL SPEC Military Specification

MIL STD Military Standard

min minute(s)

MMHE Mechanized Material Handling Equipment

NAC National Agency Check

NACI National Agency Check with Written Inquiries

NEC National Electrical Code

NID Network Intrusion Detection

NLT Not Later Than

NMR Non-conforming Material Reporting
NOS Network Operating System
NRC Nuclear Regulatory Commission
NSN National Stock Number
NSNMDR National Stock Number Master Data Record (Army)
NTIA National Telecommunications and Information Administration

OCONUS Outside the Continental United States
OM Operation Manual
OSHA Occupational Safety and Health Administration

PA Performing Activity
PC Personal Computer
PCB Polychlorinated Biphenyl
PC-LAN Personal Computer-Local Area Network
PCN Product Control Number
PCO Procuring Contracting Officer
PCS Permanent Change of Station
PDF Portable Document File
PERSACTS Personnel Actions (part of a larger suite of software)
POC Point of Contact
ppm parts per million
PRON Procurement Request Order Number
PRS Performance Requirements Summary
PWS Performance Work Statement

QAE Quality Assurance Evaluator
QASP Quality Assurance Surveillance Plan
QCP Quality Control Plan

QCM Quality Control Manager

R-CERT Regional Computer Emergency Response Team

RF Radio Frequency

RIA Rock Island Arsenal

SABL Standard Automated Bidders List

SEC Software Engineering Center

SIA System Identifier Acronym

SIC System Identifier Code

SOP Standard Operating Procedures

SPX Sequenced Packet Exchange

SSBI Single Scope Background Investigation

SW Software

TACOM-RI Tank Automotive and Armaments Command – Rock Island

TB Terabyte

TCP Transmission Control Protocol

TE Technical Exhibit

Telecom Telecommunications

TIA Telecommunications Industry Association

TM Technical Manual

TSACS Terminal Server Access Controller System (Army)

U.S. United States

USAPA U.S. Army Publishing Agency

U.S.C. United States Code

User-idUser identification

VB Visual Basic
VCO Vehicle Control Officer
VENUS Video Enhanced Network Users System
VI Visual information
VIP Video Input Processing
VPF Vector Product Format

WAN Wide Area Network
WGM Work Group Manager

DEFINITIONS

ACCEPTANCE – An acknowledgement by an authorized U.S. Government representative that the supplies or services conform with applicable contract quantity and quality requirements. Acceptance of supplies or services is the contracting officer's responsibility, which may be delegated to another official. Acceptance is usually evidenced by an acceptance certificate on an inspection or receiving report. The preferred method of transmission of acceptance reports is via electronic means. Acceptance reports need two dates, the date of delivery and the date of acceptance. The acceptance date is one of the factors used to establish a payment due date.

ACCIDENT – An unplanned event or series of events resulting in death, injury, occupational illness, or damage to or loss of equipment or property, or damage to the environment. (Within the context of this section, accident is synonymous with mishap.)

ACCOUNTABLE OFFICER – An individual required to maintain accounting records for property or funds, whether public or in some degree thereof. The accountable officer may or may not have physical possession of the property or funds.

ACTIVITY – A military unit, organization, or installation performing an assigned function or mission.

ADMINISTRATIVE APPROVAL – An approval officer's signature on a payment voucher to indicate the voucher is correct. Or, a statement by an approval officer that indicates the proposed payment is approved. The approval officer must sign and date the statement.

ADMINISTRATIVE CONTROL – Any procedure that significantly limits exposure by control or manipulation of the work schedule or manner in which work is performed.

ADMINISTRATIVE LIMITATION – Limitation in the funding regulation to control obligation or expenditure of funds. Offices or agencies establishing other limitations on obligations and expenditures will monitor and enforce them, but not under the anti-deficiency statutes.

ADMINISTRATIVE OFFSET – Withholding of money payable by the U.S. Government to satisfy a debt owed the U.S. Government. Administrative offset may include offset from salary when a specific statute so authorizes.

ADMINISTRATIVE SUBDIVISION OF FUNDS – Any subdivision of an appropriation that makes funds available in a specified amount for incurring obligations or that can be further subdivided to make funds available in specified amounts for incurring obligations.

AGENCY – A U.S. Government entity defined by 5 U.S.C. 551(1). It includes exchanges, commissaries, and any other organization that is operated exclusively as an instrumentality of an agency to administer one or more agency programs or which is identified for this purpose by the head of the agency.

ALLOCATION – An authorization by the Department of the Army making funds available in prescribed amounts to an operating agency for sub-allocation or allotment.

ALTERNATE STANDARD – A standard developed in place of an existing regulatory standard. An alternate standard must provide equal or greater protection to exposed personnel than the prescribed standard and can be approved only by the agency that promulgated the standard.

APPLICABLE INTEREST RATE – The interest rate which the Secretary of the U.S. Treasury announces semiannually under Section 12 of the Contract Disputes Act of 1978 (41 U.S.C. 611). This interest rate is used to figure the amount of interest to pay a vendor on a late payment. It is published in the Federal Register and when Defense Finance and Accounting Service announces the amount by a message to all Finance and Accounting Offices/Defense Accounting Offices.

APPORTIONMENT – A determination by the Office of Management and Budget specifying the amount of obligations allowed during a given period under an appropriation, contract authorization, other statutory authorizations, or a combination of these per 31 U.S.C. 1512.

APPROPRIATION – An authorization by an Act of the U.S. Congress to incur obligations for specified purposes and to make disbursements for them from the U.S. Treasury. This includes authorizations to create obligations in advance of appropriations or other fund authority.

APPROPRIATION WARRANT – An official U.S. Treasury document that provides the dollar amounts established in the general and detailed appropriation accounts of the U.S. Treasury pursuant to Appropriation Acts authorized by law. It serves as a convenient source document for

entries into accounts that establish the amount of money authorized to be withdrawn from the U.S. Treasury.

APPROVED OPERATING BUDGET – The approved financial funding level for a major activity director or activity, normally on an annual basis.

AREA OF RESPONSIBILITY – A specifically defined geographic area where one military installation has been designated the responsibility for acquisition of transportation, storage, and related services.

ARMAMENT AND CHEMICAL ACQUISITION AND LOGISTICS ACTIVITY (ACALA) – See TACOM-RI.

ARMED FORCES (MILITARY SERVICE) – The Army, Navy, Air Force, Marine Corps, and Coast Guard. (37 U.S.C. 101(4)).

ARMY ACCIDENT – An unplanned event, or series of events, which results in damage to Army property; injury to Army personnel; injury to on-duty civilian personnel; occupational illness to Army military or civilian personnel; or damage to property, injury, or illness to non-Department of Defense personnel caused by Army operations.

ARMY ACTIVITY – A unit or organization consisting of at least 100 Department of the Army personnel performing a function or mission.

ARMY MANAGEMENT STRUCTURE – A structure established by regulation to provide a single, uniform classification of the non-tactical (peacetime) activities of the U.S. Army for use in programming, budgeting, accounting, and the reporting of cost, performance, and manpower data.

ARMY MASTER DATA FILE (AMDF) – Establishes a uniform automated method for the maintenance, distribution, and usage of current catalog management data on every item in the U.S. Army inventory.

ARMY MATERIEL COMMAND (AMC) – The command structure, of which Rock Island Arsenal is a subordinate installation, charged with procuring and managing all material for use by the U.S. Army. Headquarters in Alexandria, Virginia.

ARMY OCCUPATIONAL SAFETY AND HEALTH (ARMOSH) PROGRAM – The ARMOSH program addresses the overall maintenance of safe and healthy conditions in the workplace or the occupational environment. This includes OSHA compliance, industrial and production operations, and Research, Development, Test, and Evaluation activities. It is applicable to all Army civilian and military personnel and operations.

ARMY PERFORMANCE IMPROVEMENT CRITERIA – Malcolm Baldrige National Quality Award criteria based on self-assessment and continuous improvement initiative.

ASSESSMENTS – Assessments determine safety and occupational health program implementation and effectiveness. They measure the program and facilities status as gauged against the program requirements.

ASSETS – An item of economic value owned by a Federal agency. The item may be physical in nature (tangible) or a right to ownership (intangible) that is expressed in terms of cost or some other value.

ASSET USE CHARGE – A charge for the use of Department of Defense assets (facilities and/or equipment) to recoup depreciation and interest on investment.

AUDIT TRAIL – Audit trail capabilities allow for readily tracing all transactions, including those which are computer-generated and computer-processed transactions, from initiation (individual source documents) to accounting reports and vice versa. For example, tracing a general ledger account and amount from a trial balance to the original transaction. Audit trails also provide for the detection and tracing of rejected or suspended transactions to ultimate correction.

AUTOMATIC DATA PROCESSING MANAGER – Organization responsible for the actual design and development of computer programs implementing the functional design.

BASE OPERATIONS SUPPORT – Common-service support functions listed in DFAS-IN 37-1, Finance and Accounting Policy Implementation, regardless of the appropriation or fund account from which they are financed.

BASIC ORDERING AGREEMENT (BOA) – A written instrument of understanding negotiated between a contracting activity and a contractor. A BOA contains terms that apply to future orders, a description of services to be provided, and a method for pricing future orders under this agreement. Service orders under a BOA are placed by an Ordering Officer.

BI-ANNUAL – Occurs every two years. (It does not mean twice a year.)

BI-MONTHLY – Occurs every two months. (It does not mean twice a month.)

BI-WEEKLY - Occurs every two weeks. (It does not mean twice a week.)

BILL BALANCING – The process of verifying that Summary Billing Record and related Detail Billing Record values are in agreement.

BILLING – With few exceptions intra-Defense billing and collection will be by inter-fund procedures. Installations where the finance and accounting office accounts for both

appropriations (credited and charged) can use either inter-fund procedures or “no check drawn” Standard Form 1080. Billings will be for the value of the sales and processed at least monthly. More frequent billings can be made to help manage the stock fund cash balance.

BILLING ERRORS – Improper charges or credits resulting from billing office error.

BLANKET PURCHASE AGREEMENT (BPA) – A blanket purchase agreement is a simplified method of filling anticipated repetitive needs for supplies or services by establishing “charge accounts” with qualified sources of supply. The BPA reduces the need for individual purchase documents.

BLOCKING – The method of controlling transactions in process in the accounting division of the finance office. A block ticket identifies each block.

BOOT P – Allows the computer on the network to act as an address server, automatically giving IP addresses on request.

BUSINESS CONCERN – Any individual or organization engaged in a profession, trade, or business. It includes not-for-profit entities operating as contractors. This includes State and local Governments but not Federal Government organizations. The term contractor, vendor, and firm are synonymous with business concern.

CALENDAR DAYS – Consecutive days without regard to weekends or holidays.

CAPITALIZATION – The monetary value of inventories (materiel, supplies, and equipment) including undelivered orders due in under capitalized contracts; and, allocations of cash less liabilities and equity, reservations. In those instances of transfer of logistic responsibility or materiel, the value will be at the current Army standard prices.

CERTIFYING OFFICER – An individual authorized to certify the availability of funds on any documents or vouchers submitted for payment. The Certifying Officer is responsible for the correctness of the facts and computations, and the legality of payment.

CHIEF EXECUTIVE OFFICER – At Rock Island Arsenal, this person is the Commanding Officer, a senior officer in the U.S. Army stationed here for 2 year tour of duty.

CHIEF OPERATING OFFICER – At Rock Island Arsenal, this individual is the Civilian Executive Assistant, who is the senior ranking civilian.

CIVIL AGENCIES – All agencies in the Federal Government other than Department of Defense installations and activities, e.g., General Services Administration.

CLASSIFIED MATERIAL/MATTER – Official information or matter, in any form or of any nature, which requires protection in the interest of national security. Material is classified CONFIDENTIAL or SECRET under DOD 5200.1-R.

COMMERCIAL VOUCHER – A properly prepared public voucher, which a vendor submits for goods or non-personal services. It must be supported by a contract, purchase or delivery order, receiving and acceptance report or performance certificate, and a vendor's invoice.

COMPARABILITY – Relates to the similarity and consistency of information produced by an entity from period to period and by others operating in similar circumstances. The value and usefulness of information depends greatly on the degree to which it is comparable to information from prior periods and to similar information reported by others.

CONDITION – The status of personnel and equipment (readiness) as they interact with the operational environment during mission planning, preparation, and execution; a situation or circumstance.

CONSTANT DOLLARS – The term “constant dollars” is used when prices do not contain inflationary changes that have occurred or are forecast to occur. Constant dollars are always identified with a specific time period, which is called a base year. Constant prices represent the total cost of an item or service if that item was purchased in the base year and the bill was completely paid in that year.

CONSUMABLE SUPPLIES – An element of cost consisting of an expendable and those non-expendables having a standard unit price of less than \$250 or which lose their identity on issue.

CONTINENTAL UNITED STATES (CONUS) – The 48 contiguous states and the District of Columbia.

CONTINUING RESOLUTION AUTHORITY – An interim appropriation until permanent appropriations are enacted. Authorizes continuation of normal operations at a rate not to exceed the latest congressional action or the previous year's rate and no new starts or expansions to a program.

CONTRACT – Any enforceable agreement or order to buy supplies or services. A subsequent modification becomes part of the contract. In this regulation, the term is expanded to include delivery and purchase orders and other procurement documents.

CONTRACT ADMINISTRATION OFFICE – The activity responsible for administering the contract against which shipment was made.

CONTRACT AUTHORITY – Statutory authority that permits obligations to be incurred in advance of appropriations or in anticipation of receipt to be credited to a revolving fund or other account. (By definition, contract authority is unfunded and must subsequently be funded by an appropriation to liquidate obligations incurred under the contract authority, or by the collection and use of receipts.)

CONTRACT FINANCING PAYMENT – U.S. Government disbursement of monies to a contractor under a contract clause or other authorization before physical delivery and the acceptance of supplies or services by the U.S. Government.

CONTRACT LIQUIDATING AUTHORITY – An appropriation, or re-appropriation, enacted to pay the obligations incurred under the contract authority.

CONTRACT MODIFICATION – Any written change in the terms of a contract. Only contracting officers acting within the scope of their authority are empowered to execute contract modifications.

CONTRACTING OFFICER (KO) – A Department of the Army civilian employee or military officer who has a valid appointment as a contracting officer under the provisions of the Federal Acquisition Regulations. An appointed contracting officer has authority to enter into and administer contracts and make determinations and findings to such contracts. The term includes an authorized contracting officer's representative acting within the limits of his or her authority. The term also includes purchasing and contracting officers and ordering officers.

CONTRACTOR-ACQUIRED PROPERTY – Property procured or otherwise provided by a contractor for the performance of a contract. It does not include Government furnished materiel or equipment.

CONTRACTOR SAFETY – Oversight of the safety and occupational health aspects of Army contract activities.

CORRECTIVE ACTION VALUE – A compiled measure of the cost effectiveness of an abatement action.

COST – Refers to the financial measurement of resources used in accomplishing a specified purpose, such as performing a service, carrying out an activity acquiring an asset, or completing a unit of work or a specific project. Accounting for activities on a cost basis means that all significant elements should be included in the amounts reported as total costs. Cost, in this context, is the value of goods and services used by a Government agency within a given period, regardless of when they were ordered, received, or paid for.

COST ANALYSIS – The systematic examination of the cost of interrelated activities and equipment to determine the relative costs of alternative courses of action.

COST BENEFITS – Refers to measuring the expense of obtaining certain information with the benefits to be derived by having the information. Information should not be provided if the costs of providing it exceed the benefits to be derived, unless it is required to meet legal or other specified purposes.

COST CENTER – A division, a department, or its subdivision; a group of machines or of people or of both; a single machine and its operating force; or any other unit of activity into which a depot maintenance plant and its operations are divided for cost assignment and allocation. The smallest organizational unit to which direct employees are assigned and for which costs are collected.

CURRENT YEAR – The fiscal year in progress.

CUSTOMER - Any person or entity authorized to be provided services or utilize services under the contract.

DECREMENT – A listing prepared to facilitate funding reductions that are received after approval of the initial operating program. Items that are already included within the funded operating program are listed in inverse (opposite order) priority; that is, lesser priority first. The decrement list reflects the order of those funded requirements that would be deleted first if funds were withdrawn.

DEFERRALS – Executive action or inaction which withholds, delays, or precludes the obligation or expenditure of available budget authority which the installation could otherwise effectively and legally use. Deferrals may be initiated by the Office of Management and Budget or the agency involved, and generally the budget authority deferred is intended for use at a later time.

DELEGATION OF AUTHORITY – Major activity directors may delegate authority for certification of funds availability. This delegation must be in writing.

DELIVERY ORDER – A document issued by the contracting officer under a basic agreement or indefinite quantity type contract (open-end or call type contracts).

DEPARTMENT OF THE ARMY (DA) CONTRACTOR – A non-Federal entity engaged in performance of a DA contract, whether as prime contractor or subcontractor.

DEPARTMENT OF THE ARMY (DA) INSTALLATION – A grouping of facilities located in the same vicinity that supports particular DA functions. Installations may include locations such as posts, camps, stations, or communities and land and improvements permanently affixed thereto which are under the DA control and used by Army organizations. Where installations are located contiguously, the combined property is designated as one installation and the separate functions as activities of that installation. In addition to those used primarily by troops, the term “installation” applies to such real properties as depots, arsenals, ammunition plants (both contractor and Government operated), hospitals, terminals, and other special mission installations.

DEPARTMENT OF THE ARMY (DA) PERSONNEL –

a. Civilian. Includes Senior Executive Service, General Manager, General Schedule, and Wage Grade employees (including National Guard and Reserve technicians); Non-appropriated Fund employees; Youth/Student Assistance program employees, and Foreign Nationals directly employed by Department of Defense (DOD) components.

b. Military. Includes all military personnel on active duty, Reserve or National Guard personnel on active duty or on drill status, service academy midshipmen or cadets, Reserve Officer Training Corps cadets when engaged in direct training activities, and foreign National Military personnel assigned to DOD components.

DESIGNATED BILLING OFFICE – The office or individual named in a procurement document who is first to receive invoices or bills from vendors. This is usually the Finance and Accounting Office, but contracting officers can name other individuals or offices. The date bills or invoices reach the designated billing office is used to determine the correct payment due date under the Prompt Payment Act.

DESIGNATED PAYMENT OFFICE – The office named in the contract which will pay the vendor. If the contract requires invoice approval before it is sent to the payment office, vendors must send the invoice to the address stated in the contract (the designated billing office).

DISBURSEMENT – Payment of a legal liability of the U.S. Government that decreases the accountability of the finance and accounting office making the disbursement. Disbursements are made to transfer funds, advance funds, or liquidate valid obligations of the U.S. Government.

DISBURSING OFFICER – An individual who is held accountable for disbursing monies only on the basis of vouchers certified by an authorized certifying office.

DISCOUNT – A vendor's offer to accept a reduced payment in exchange for receiving an earlier payment. Discount offers can be in the contract, offered only on the vendor's invoice, or both. Discounts are usually stated in percentages, such as 2%/10 days. In this example, the vendor will accept a 2 percent payment reduction in exchange for a check dated 10 days after the date on the invoice. Commercial accounts payable personnel can accept discount for Financial Management offers only if they are advantageous to the U.S. Government. The Office of the Assistant Secretary of the Army sends a yearly message to all finance offices giving the current value of funds to the Treasury and examples of cost-effective discounts. Discount information is reported on the Prompt Payment Act report. Cost effective discounts which cannot be taken because supporting documents allowing payment do not reach the commercial accounts payable office four days or more before the discount payment date are not reported as offered or lost. Although every effort should be taken to accept cost-effective discounts, a discount of \$10 or more which cannot be taken is not reported on the Prompt Payment Act report.

DISCOUNT (TRADE) – A reduction in price, usually varying in percentage with volume of transactions, made by vendors to those engaged in certain businesses and allowable irrespective of the time when the account is paid.

EARNED REIMBURSEMENT – The amount recognized when a performing organization renders actual or constructive performance on a reimbursable order.

EMERGENCY (AS RELATED TO INFORMATION TECHNOLOGY) – Situations demanding immediate attention and resolution. Examples of situations which require emergency support are: problems affecting mission production, the local area network is not available, the voice mail network is not available, electronic mail is not available, calls from Commanding Officers or their representatives (i.e., Generals, Colonels and civilian equivalents, and their support staffs).

EMERGENCY PREPAREDNESS AND OPERATIONS – All aspects of accident prevention associated with the planning and execution of emergency and disaster preparedness, and response and recovery operations involving Army personnel or property.

FACILITIES – Industrial property (other than materiel, special tooling, special test equipment, and military property) for production, maintenance, research, development, or testing including real property (other than land) and rights therein, buildings, structures, improvements, and plant equipment (including capital leases).

FEDERAL OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) OFFICIAL – Investigator or compliance officer employed by, assigned to, or under contract to OSHA.

FIRE PREVENTION – Measures directed toward avoiding the inception of fire. Methods used to control or extinguish a fire.

FIRE SAFETY DEFICIENCY – A condition that reduces fire safety below the acceptable level, including noncompliance with standards, but by itself cannot cause a fire to occur.

FISCAL QUARTER – The four quarters in a fiscal year (1 October through 30 September). First quarter is 1 October through 31 December; second quarter is 1 January through 31 March; third quarter is 1 April through 30 June; and fourth quarter is 1 July through 30 September.

FISCAL YEAR (FY) – Any yearly accounting period without regard to its relationship to a calendar year. The fiscal year for the Federal Government begins on 1 October and ends on 30 September. The fiscal year is designated by the calendar year in which it ends; for example, fiscal year 1998 (FY 98) is the year beginning 1 October 1997 and ending 30 September 1998.

FISCAL YEAR (FY) DESIGNATION – A digit indicating the fiscal year in which the appropriation is available for obligation.

FUNCTIONAL MANAGER – The senior operating official at all levels exercising managerial control of an activity or operation. This individual usually can acquire and commit resources for the abatement of occupational safety and health hazards.

GOVERNMENT FURNISHED EQUIPMENT (GFE) – Property provided to a contractor by the government. It is used in producing an end product or service. It is not consumed, but is returned in the same form at the end of the contract.

GOVERNMENT FURNISHED MATERIAL (GFM) – Property provided to a contractor by the government. It may be incorporated into an end item (a change in form) or may be consumed in the performance of a contract.

GOVERNMENTAL-IN-NATURE (GIN)/INHERENTLY GOVERNMENTAL – GIN functions are Government functions that are so intimately related to the public interest as to mandate performance by Government employees or military personnel. These functions include those activities that require either the exercise of discretion in applying Government authority or the making of value judgments in making decisions for the Government. Governmental functions normally fall into two categories: (1) the act of governing, i.e., the discretionary exercise of Government authority, and (2) monetary transactions and entitlements. All functions are either GIN functions or commercial activities.

HIGH INTEREST AREAS – Work areas or operations that require additional attention or added inspections because of increased accident potential due to the nature of work performed, physical conditions, type of materials handled or increased accident experience. These areas are designated by a Major Army Command or installation safety, fire protection, or industrial hygienist official as high interest areas.

INDUSTRIAL OPERATIONS COMMAND (IOC) – Immediate higher headquarters for Rock Island Arsenal and other Arsenals, ammunition plants, and depots, procuring ammunition for maintaining readiness in the field and developing guidance for all Army industrial facilities.

INFLATION – A general increase in price levels (economist's definition); increase in cost of an item without a corresponding increase in real value received, that is, no change in quality or quantity received (consumer's definition).

INFORMATION MISSION AREA – Encompasses the disciplines of telecommunications, automation, visual information, records management, and publications and printing. Includes management of libraries.

INFORMATION TECHNOLOGY FACILITY – An organizationally defined set of personnel, hardware, software, and physical facilities, operated within or on behalf of the Department of Defense, a primary function of which is the operation of information technology. An Information Technology Facility includes:

- a. The personnel who operate computers or telecommunications systems; develop or maintain software; provide user liaison and training; schedule computers; prepare and control input data; control, reproduce, and distribute output data; maintain tape and disk libraries; provide security; and provide direct administrative support to personnel engaged in these activities.
- b. The owned or leased computer and telecommunications hardware, including central processing units; associated peripheral equipment such as disk drives, tape drives, printers, and consoles; data entry equipment; telecommunications equipment including control units, terminals, modems, and dedicated telephone and satellite links provided by the facility to enable data transfer and access to users. Hardware acquired and maintained by users of the facility is excluded.
- c. The software, including operating system software, utilities, sorts, language processors, access methods, data base processors, and similar multi-user software required by the facility for support of the facility and/or general use by users of the facility. All software acquired or maintained by users of the facility is excluded.
- d. The physical facilities, including computer rooms, tape and disk libraries, stockrooms and warehouse space, office space, and physical fixtures.

INITIATIONS – An administrative reservation of funds based upon procurement directives, requests, or equivalent instruments. Initiations pre-commit funds that must be committed before they are obligated.

INSPECTION – The process of determining compliance with standards through formal and informal surveys of workplaces, operations, and facilities.

INSTALLATION SERVICE SUPPORT AGREEMENT – The document which dictates the agreement between Rock Island Arsenal and its tenant organizations for installation support and general services.

INTEREST – A service charge for the use of money commonly computed as an annual percentage of outstanding principal. Interest expense results from using others' funds, such as late payment of bills and capital lease obligations. Interest revenue results from others using our funds, such as delays in payment for services.

INTERNAL CONTROL – A plan or organization intended to coordinate methods and measures within an organization to safeguard assets, check the accuracy and reliability of accounting and related data, promote operating efficiency, and encourage adherence to managerial policies.

INTERNAL CONTROLS – The manner in which financial, manpower, and property resources are to be controlled and safeguarded by the regular authorization, approval, documentation, recording, reconciling, reporting, and related accounting processes.

INTERNAL CONTROL DOCUMENTATION – Written policies, organization charts, procedural write-ups, manuals, memoranda, flow charts, decision tables, completed questionnaires, software, and related written materials used to describe the internal control methods and measures, to communicate responsibilities and authorities for operating such methods and measures, and to serve as a reference for persons reviewing the internal controls.

INTERNAL CONTROL STANDARDS – The standards issued by the Comptroller General for use in establishing and maintaining systems of internal control. Those standards are applicable to all operations and administrative functions, but are not intended to limit or interfere with duly granted authority for the development of legislation, rule making, or other discretionary policy making in an Agency.

INTERNAL CONTROL TECHNIQUES – The application of prescribed processes and documents to efficiently and effectively accomplish an internal control objective and to help safeguard an activity from waste, loss, unauthorized use, or misappropriation.

INTRAGOVERNMENT AGREEMENTS – A project order under 41 U.S.C. 23, an Economy Act (31 U.S.C. 1535), or a procurement order to another military department for reimbursable procurement or direct citation.

INVENTORY OF FEDERAL GOVERNMENT – Consists of tangible personal property (goods) (1) to be consumed in normal operations, (2) to be incorporated in production of goods for later consumption in normal operations, or (3) in process or finished that will ultimately be sold. Included are goods in the hands of others, yet owned by the Government. Excluded are goods (materials, in-process, or completed) issued for use in the construction of equipment for use in operations or in real property are to be accounted for and controlled as construction in process. Also excluded are assets, such as equipment, that are to be accounted for as property, plant, and equipment.

IOWA COMMUNICATIONS NETWORK – A fiber-optic based digital communication network for transmitting data between State and local Governments, Federal agencies, schools and universities, libraries, and hospitals in Iowa.

LOCAL AREA NETWORK (LAN) – System of computers that provides an electronic data exchange or link across business segments.

MANAGEMENT INFORMATION SYSTEM – This term may be defined as an organized method of providing past, present, and projected information relating to internal operations and external developments. It supports the planning, control, and operating functions of an organization by furnishing necessary information to decision makers in a timely fashion.

MILITARY PROPERTY – All property owned by the Department of Defense. In regard to U.S. Government provided property, this is U.S. Government-owned personal property designed for military operations.

MISSION OPERATIONS – Includes expenses incurred for the direct accomplishment of approved operating program of an installation or activity for other than base operations expenses.

NON-CONSUMABLE SUPPLIES – A program expense classified as a capital expenditure consisting of net issues of non-expendable supplies valued at \$250 or more per item and which do not lose their identity upon issue.

NON-EXPENDABLE – Property which maintains its identity throughout its entire period of usefulness and must be accounted for until properly disposed of by authorized procedures.

OCCUPATIONAL HAZARD – Conditions, procedures, and practices directly related to the work environment that create a potential for producing occupational injuries or illnesses.

OCCUPATIONAL ILLNESS – Any abnormal physical condition or disorder other than one resulting from an injury caused by long-term or short-term exposure to chemical, biological, or physical agents associated with the occupational environment.

OCCUPATIONAL INJURY – Any on-duty injury to Army personnel caused by events or conditions in the occupational environment.

OCCUPATIONAL SAFETY AND HEALTH DEFICIENCY – Conditions, procedures, and practices that are in non-compliance with Occupational Safety and Health Administration or Army Occupational Safety and Health Program requirements, but do not, in themselves, create a potential for producing an occupational injury or illness. Deficiencies may, however, create a potential for secondary injuries or illnesses or may contribute to the severity of an injury or illness that has already occurred. Examples include lack of fire detection or suppression equipment and system, broken smoke alarm, lack of exit signs, and railings, which are two inches below standard height. A clear distinction between hazards and deficiencies may not always be possible; therefore, the judgment and experience of qualified safety, fire protection, and health personnel must be relied upon.

OCCUPATIONAL SAFETY AND HEALTH HAZARD ABATEMENT – The elimination or permanent reduction of an occupational safety and health hazard or deficiency by bringing it into compliance with applicable safety, fire prevention, and health requirements or by taking equivalent protective measures.

OCCUPATIONAL SAFETY, FIRE PREVENTION, AND HEALTH GUIDANCE – Occupational safety, fire prevention, and health requirements that are included in Occupational Safety and Health Administration standards; Army Occupational Safety and Health standards; technical manuals; Army directives; national consensus standards; or other regulatory Federal standards or directives.

OFFSETTING COLLECTIONS – Collections from Government accounts or from transactions with the public. The two major categories of offsetting collections are offsetting receipts (amounts deposited to receipt accounts) and offsetting collections credited to appropriation or fund accounts.

OFFSETTING RECEIPTS – Collections that are deposited into proprietary Miscellaneous Receipt Accounts of the Department of the Treasury. Applicable deposits offset the collecting Agency's budget authority and outlays.

ON-SITE - The installation known as Rock Island Arsenal, Rock Island, Illinois.

OPERATIONAL AND AVAILABLE – This refers to a system(s) functioning within vendors' hardware, software, and application specifications, and being available for use by the user community.

OVERHEAD – Expenses incurred in support of the overall mission that are not identifiable to a customer order, and are equitably shared by all customers of the activity (for example, supervisory and administrative salaries, equipment rental costs, road repair, lawn care, and janitorial services).

OVERHEAD RATE – The rate, determined by performing organizations, to allocate operating costs not directly identifiable to the work order. Includes supervisory and general and administrative expenses as well as miscellaneous materiel and supplies.

PAYING OFFICE – A disbursing office. In the case of contracts, the place named in the contract for forwarding invoices for payment.

PAYMENT DATE – The date on the check. Checks will be delivered to the vendor or placed in the mail on the same day they are dated.

PAYMENT DUE DATE – The date on which payment is to be made. If the date falls on a non-working day, payment is made on the following workday.

PERFORMANCE CERTIFICATE – A written statement prepared by an authorizing official that the goods or services called for in a contract have been delivered or performed satisfactorily.

PRIVATE PARTIES – Consists of non-U.S. Government activities; foreign Governments, firms, and organizations; and international organizations, other than Foreign Military Sales (FMS) customers and FMS/International Military Education and Training recipients.

REAL PROPERTY – Items that are comprised of land and the rights to land, fixtures, and buildings to include capitalized additions, alterations, improvements, and rehabilitation; and other structures and facilities. Real property does not include personal property (weapons systems and other military equipment).

RECEIPT OF E-MAIL – The date/time a message is posted to the E-mailbox.

RECEIVING AND ACCEPTANCE REPORT – A document or systems transmission that lists the goods and quantities a vendor has provided. A receiving and acceptance report is to reach the paying finance office by the close of business on the day that is one-half the payment period. Most logistics regulations direct supply personnel to complete and deliver receiving and acceptance information to the Finance and Accounting Office/Defense Accounting Office by the fifth workday after delivery of goods or completion of services.

REPLACEMENT COST – Obligations to be incurred at a future time to procure equipment or materiel in place of items that have been sold or transferred. There are two methods used to determine replacement cost: (1) Replacement cost may be determined by applying the Office of the Secretary of Defense prescribed inflation factor to the most recent contract price of the item to be replaced. The inflation factor is applied to each fiscal year between the year the item sold, transferred, or was acquired and the fiscal year in which the replacement item will be delivered. (2) Replacement cost may also be determined by obtaining a current contractor quote for the replacement item. Normally the second method is the most accurate method.

RISK ASSESSMENT CODE – An expression of the risk associated with a hazard that combines the hazard severity and accident probability into a single Arabic numeral.

RISK DECISION – The decision to accept or not accept the risk(s) associated with an action; made by the commander, leader, or individual responsible for performing that action.

RISK MANAGEMENT – The process of identifying, assessing, and controlling risk arising from operational factors and making decisions that balance risk cost with mission benefits.

RISK MANAGEMENT INTEGRATION – The embedding of Risk Management principles and practices into Army Operations, culture, organizations, systems, and individual behavior.

SAFETY – Freedom from those conditions that can cause death, injury, occupational illness, or damage to, or loss of, equipment or property.

SAFETY AND OCCUPATIONAL HEALTH PROGRAM EVALUATION – A specialized inspection designed to determine the effectiveness of a unit's Safety and Occupational Health program.

SAFETY ASSESSMENT REPORT – A formal summary of the safety data collected during the design and development of the system. In it, the materiel developer summarizes the hazard potential of the item, provides a risk assessment, and recommends procedures or other corrective actions to reduce these hazards to an acceptable level.

SAFETY CONFIRMATION LETTER – A separate document or part of the Independent Evaluation Report or position letter that provides the materiel developer with the Development

Testing or Orientation Tour agency safety findings and conclusions, and states whether the specified safety requirements are met.

SAFETY-HEALTH VERIFICATION – The development of data used to evaluate the safety and health features of a system to determine its acceptability, primarily done during DT and user or OT and evaluation and supplemented by analysis and independent evaluations.

SAFETY RELEASE – A formal document issued to any user or technical test organization before any hands-on training, use, or maintenance by troops. The safety release is a stand-alone document which indicates the system is safe for use and maintenance by typical user troops and describes the specific hazards of the system or item based on test results, inspections, and system safety analyses. Operational limits and precautions are included. The test agency uses the data to integrate safety into test controls and procedures and to determine if the test objectives can be met within these limits. A Limited Safety Release is issued on one particular system. A conditional Safety Release is issued when further safety data are pending and restricts a certain aspect of the test.

SERVICE ORDER – A customer order issued for work that does not define quantities and scheduled completion date. It is also called Economy Act orders. It automatically expires with the cited appropriation.

STANDARD OPERATING PROCEDURES (SOP) – A sequence of detailed procedures and guidance for performing a specific task or tasks.

SYSTEM – A composite, at any level of complexity, of trained personnel, procedures, materials, tools, equipment, facilities, and software. The elements of this composite entity are used together in the intended operational or support environment to perform a given task or achieve a specific production, support, or mission requirement.

SYSTEM CONTROLS – The system controls are fully effective in ensuring accuracy, reliability and/or preventing waste, loss, unauthorized use, or misappropriation which may occur anywhere in the chain of events from transaction authorization and approval to issuance of reports. Controls are present to prevent, detect, and correct errors and irregularities that may occur throughout the system. Separation of duties and responsibilities is maintained for initiating, authorizing, processing, recording, and reviewing transactions. System security and integrity is maintained for authorized processing to include procedures and controls which protect hardware, software, and documentation from physical damage by accident, fire, flood, environmental hazards, and unauthorized access. Also, the system has controls to prevent unauthorized use of confidential information.

SYSTEM DESIGN MANAGER – The organization responsible for the functional design, development, implementation, and maintenance of an automatic data processing system supporting a business process or functional area.

SYSTEM DOCUMENTATION – The overall operating accounting system, including both manual and automated aspects, is fully documented. System documentation adequately describes the system design and procedures. The documentation covers the system's actual operations including how the functional users and operators interact with and use the system, and the computer program narratives and listings. Documentation is complete, current, and maintainable. In addition, it is of sufficient scope and depth to provide management, users, system operation and maintenance personnel, auditors and other evaluators an understanding of the design and operation of each component in the system and its integration with and relation to all other components. The documentation describes the system's functional plan and test results. Operational accounting system documentation is appropriately safeguarded and periodically updated, as applicable, to reflect actual operations.

TACOM-RI – Subgroup of the Tank Automotive and Armaments Command, Warren, MI, located at Rock Island and devoted to procuring and maintaining guns of all caliber and chemical protective equipment (major customer for RIA).

TENANT – A unit or activity of one commander which occupies facilities on and receives specified types of supply and other support from an installation of another commander. (On-post is synonymous with tenant).

TEST AGENCY – An organization that conducts development tests or user tests.

TIER I – Refers to mainframe systems, mainframe gateways, mainframe print queues, and any other mainframe operation that is not an end user device.

TIER II – Minicomputer, unix systems, servers, network hubs, network routers, and any other operation that is not an end user device.

TIER III – End user devices used to communicate with or within systems that are not Tier I or Tier II.

TOTAL ARMY QUALITY – A system for implementing a specialized form of Total Quality Management within U.S. Army organizations.

USER – An individual, organization, or accounting entity that received services. A user may be internal or external to the Department of Defense component.

USER INFORMATION NEEDS – User information needs and requirements as to quality, accuracy, timeliness, reliability, and responsiveness of the system are adequate in response to program, financial managers, and other users. The system satisfies users as to their reporting requirements particularly as it relates to month end reports. The system also satisfies user needs to facilitate their management decision making process.

VENDOR'S INVOICE – A bill or written request for payment from a business concern for goods or services provided to the U.S. Army. A proper invoice must have the name of the business concern; the invoice date; the contract number; the description price and quantity of the goods or services actually delivered or rendered; the shipping and payment terms; and the complete mailing address of the firm to whom payment is to be sent. Written notice of an invoice error, defect, or impropriety must be given to a vendor within 15 days after it is received if the procurement document was issued on or before 31 March 1989, or 7 days on procurement documents issued on or after 1 April 1989.

WORK ORDER PRIORITY 1 – The service required is to address the following types of issues: workstoppage (e.g., down system) affecting multiple users; or high-visibility person(s) (e.g., Commanding Officers or their representatives - Generals, Colonels and civilian equivalents, and their support staffs).

WORK ORDER PRIORITY 2 – The service required is to address the following types of issues: degraded performance affecting multiple users; or high-visibility person(s) (e.g., Commanding Officers or their representatives - Generals, Colonels and civilian equivalents, and their support staffs).

WORK ORDER PRIORITY 3 – The service required is to address the following types of issues: workstoppage or system degradation affecting single user.

WORK ORDER PRIORITY 4 – The service required is to address the following types of issues: request for user-id, new printer configuration, urgent Automated Information System change requests, etc.

WORK ORDER PRIORITY 5 – The service required is to address the following types of issues: default priority – requests for convenience and personal preference (e.g., changes to individual configurations, routine Automated Information System change requests, etc.).

WORK ORDER REWORK – A work order previously 'closed' but resubmitted as incomplete or insufficient response to request.

YEAR-END ADJUSTMENTS FOR REIMBURSEMENTS – Accounting entries made to eliminate anticipated reimbursements for orders not accepted, eliminate those unobligated accepted orders that are no longer valid obligations of the ordering activity, and transfer valid unobligated reimbursable balances from expiring and non-expiring accounts to the most current ensuing fiscal year accounts. The exception is for unobligated balances resulting from earned reimbursements (that is, sales from inventory or performance of in-house services), which must be retained in non-expiring accounts until account expiration.

Section C-3, Government Furnished Property And Services

3. General. The Government shall provide, without cost to the Performing Activity (PA), the facilities, equipment, materials, and services listed below or in Section C-5 and Technical Exhibits (TEs). Items listed in those documents shall be used on the installation and only for performance of the instant contract. Prior to supplementing or replacing any Government Furnished Equipment or Government Furnished Software, the PA shall provide written justification to, and obtain written approval from, the Contracting Officer (KO) or other authorized personnel. The following table summarizes the content in this section for ease of reference. The PA shall refer to the specific paragraphs and TEs for further detail.

Table C-3-1: Property and Services

Paragraph	TE #	Item Type Addressed	Replace	Maintain
3.1.1	5	GFF-Facilities	Government	Government
3.1.2	3	GFE - Hand Receipt Items including ADPE	Government	PA
3.1.2	3	GFE - non-Hand Receipt Items	PA	PA
3.1.2.4	3	GFP Leased Items	Government	Government
3.1.3	4	GFM - Repair Parts and Supplies	PA	PA
3.1.3.1	4	GFM - Tools	Government	PA
3.3	3	GF Vehicles/MMHE	Government	Government
3.5	In C-6	Forms and Publications	PA	n/a

3.1 Government Furnished Property.

3.1.1 Government Furnished Facilities. The Government will furnish and/or make available facilities and space described in TE-5. TE-5 is furnished for information purposes only. It is currently anticipated that the facilities and space to be provided will be allocated from that listed in TE-5; however, the Government reserves the right to assign space in alternate on-site buildings. The facilities and space allocated to the PA under this PWS shall be adjusted to comply with standardized square footage allocations in accordance with (IAW) Army Regulation (AR) 405-70, *Utilization of Real Property* (dtd 15 Sep 93), or internal Arsenal space goals. Facility layout maps are available in the Commercial Activities bidder's library. Government facilities have been inspected for compliance with Occupational Safety and Health Administration (OSHA) standards. No hazards have been identified for which work-arounds have been established. Should a hazard be subsequently identified, the Government shall correct OSHA hazards according to Rock Island Arsenal (RIA)-wide Government-developed and

approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided hereunder merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, that work-around procedures will not be necessary, or that the facilities as furnished will be adequate to meet the responsibilities of the PA.

Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the PA, and the Government will assume no liability or responsibility for the PA's compliance with such responsibilities, with the exception of the aforementioned responsibility to make corrections according to approved plans of abatement subject to RIA-wide priorities. Prior to any modification of the facilities performed by the PA at his or her expense, the PA must furnish the KO documentation describing, in detail, the modification requested. No alterations to the facilities shall be made without specific written permission from the KO; however, in the case of alterations necessary for OSHA compliance, such permission will not be unreasonably withheld. The PA shall return the facilities to the Government in the same condition as received. Fair wear and tear and approved modifications are expected. These facilities shall only be used for performance of this PWS. The Government will provide maintenance and repair of real property for facilities listed in TE-5.

3.1.2 Government Furnished Equipment. The Government will provide to the PA property listed in the specific TE, to include Equipment Authorization Inventory Data (EAID), non-EAID, and Automated Data Processing Equipment (ADPE). Government furnished equipment shall be managed IAW the provisions of applicable directives to include, but not limited to, [paragraph 2-5, Chapter 2, AR 735-5, Policies and Procedures for Property Accountability](#), ~~Chap. 2, para 2.5,~~ (dtd 31 January 1998).

3.1.2.1 Equipment Inventory. The PA shall designate custodians and alternates to receive and account for Government furnished EAID and ADPE listed in the specific TE IAW paragraph 2-5, Chapter 2, AR 735-5, *Policies and Procedures for Property Accountability* (dtd 31 January 1998). An inventory of Government furnished equipment shall be done not later than 5 workdays prior to the start of the first performance period and any options periods, and not later than 60 calendar days before completion of the contract period (including any option periods). The PA and a Government Representative (GR) (identified by the KO) shall conduct a joint inventory of all Government furnished equipment listed in the specific TE and shall jointly determine the working order and condition of all equipment. Items of equipment missing or not in working order shall be recorded and the KO notified in writing. During the joint inventory, the KO will make the determination as to who shall replace missing item(s) and repair items not in working order. The GR will give disposition instructions for items beyond repair. The PA and the GR shall certify their agreement as to the working order of the equipment. If the PA does not participate in the inventory, the PA must accept as accurate the listing and stated condition of equipment provided by the Government. If the PA participates in the inventory, but does not agree with the GR's determination as to the working order of the equipment, this failure of the PA to agree on working order and defectives shall be treated as a dispute pursuant to the clause of this solicitation entitled "Disputes."

3.1.2.2 Obtaining Replacement of Government Furnished Equipment. The PA shall submit requests for replacement of Government furnished EAID and ADPE to the KO or other authorized personnel for processing. Such requests shall specify the reason for the replacement request. Non-EAID item replacement shall be at the PA's expense.

3.1.2.3 Property Accountability. By completion or extension of the contract, a joint inventory of property shall be conducted by the PA and a GR. The PA shall be liable for loss or damage to Government furnished property beyond fair wear and tear according to the clause of the contract, "Government Furnished Property." Compensation will be affected either by reduced amounts owed to the PA or by direct payment by the PA; the method will be determined by the KO. All property in need of repairs/maintenance shall be repaired/maintained by the PA within 30 days of discovery, but before the joint inventory is made. All repairs/maintenance not performed by the PA will be done at the Government's option and at the PA's expense. In the case of damaged property, the amount of compensation due the Government by the PA shall be the actual cost of repair, provided such amount does not exceed the economical repair value (75 percent of the costs to replace such item). In the case of items lost or damaged beyond economical repair, the amount of the PA's liability shall be the depreciated replacement value of the item to be determined by the KO. Any failure of the PA to agree with such determination shall be treated as a dispute pursuant to the clause of this contract entitled "Disputes."

3.1.2.3.1 High Value Items. In case of loss or damage beyond economical repair to certain high value items (value of \$1,000 or more) listed in the specific TE, the amount of compensation which the PA is liable to pay the Government shall be calculated according to the following formula $C = (RV - AS) - (LE \left[\frac{RV - ES}{EL} \right])$

Where:

C = Compensation

RV = Property Record Value (as shown in each TE)

AS = Actual Salvage Value (determined at time of damage or loss)

ES = Estimated Salvage Value. The estimated salvage value is obtained by using Defense Property Disposal Office percentage-of-cost data if available, or the best estimate from local market conditions. Estimated salvage value is necessary because it is used in determining Total Accrued Depreciation (bracketed portion of the formula).

EL = Estimated Life. Total estimated from new to planned salvage. (NOTE: ESTIMATED LIFE IS NOT NECESSARILY THE SAME AS DEPRECIABLE LIFE. ESTIMATE THE USEFUL LIFE OF THE PROPERTY).

LE = Life Elapsed. (Estimated Life less Remaining Life)

3.1.2.3.2 Disposition of Property. When Government property is determined to be beyond economical repair (as defined in paragraph 3.1.2.3), it shall be certified by the QAE and reported to the KO for disposition IAW Chapter 7, AR 725-50, *Requisitioning, Receipt, and Issue System* (dtd 15 November 1995); paragraph 2-13, Chapter 2, AR 710-2, *Inventory Management Supply Policy Below Wholesale Level* (dtd 31 October 1997); and Chapter 15, Department of the Army (DA) Pamphlet 710-2-2, *Supply Support Activity System: Manual Procedures* (dtd September 1998). Upon completion of the contract, all remaining Government property shall be reported to the KO according to FAR 45.6, *Reporting, Redistribution, and Disposal of Contractor Inventory*.

3.1.2.4 Property Leased by the Government. The Government will maintain and repair property leased/rented by the Government and provided to the PA except that in the case of loss or damage beyond fair wear and tear, the PA's liability shall be to reimburse the Government for 100 percent of all expense incurred. The provisions of Government lease agreements setting forth liability for loss or damage to lease equipment will be made available for the PA's inspection upon request to the KO. Property leased by the Government, which will be provided to the PA, is listed in the specific TE.

3.1.3 Government Furnished Materials. The Government will furnish the materials listed in the specific TE as specified. These materials shall be jointly inventoried not later than 5 workdays before contract start by the PA and a GR designated by the KO. Any missing items shall be annotated on the inventory and the KO notified. Any disagreements between the PA and the GR on the materials inventory shall be treated as a dispute under the contract clause entitled "Disputes."

~~3.1.3.1~~ **3.1.3.1** Lost, stolen or damaged tools shall be replaced with ones of equal quality by the PA. Normal wear and tear replacement will be furnished by the Government. Fair wear and tear decisions will be made by the QAE and KO. Conflicts shall be treated as a dispute under the contract clause entitled "Disputes".

3.1.3.2 At the completion of the contract period, the PA shall return to the KO or other authorized Government personnel a like inventory of the materials in the quantities originally furnished. The PA and a GR shall perform a joint inventory not later than 10 working days prior to the completion of the contract period. Any missing items shall be annotated on the inventory and the KO notified. Any disagreements between the PA and the GR on the inventory shall be treated as a dispute under the contract clause entitled "Disputes".

3.1.4 Government Furnished Records. Records, files, documents, and work papers provided by the Government or generated in support of this contract shall be maintained IAW paragraphs 1.8 through 1.8.1.3 in Section C-1 of this PWS. At the time of disposition, the PA shall box records, files, documents and work papers; label the boxes according to their contents; and return the boxes to the KO or other authorized Government personnel.

3.1.5 Government Furnished Software. The Government will provide the application software and any documentation associated with the automated information systems currently being used. The Government will provide operating system software. The PA shall be responsible for the maintenance of and modifications to the software. The system software is Government owned, as is the data that resides on the system. At the completion of the contract period, all rights to the software (maintained, modified, and developed) and all data files will be released back to the Government.

3.1.6 Equipment Maintenance. The PA shall be responsible for preventive and minor maintenance on Government furnished equipment. Preventive and minor maintenance shall include cleaning, adjusting, maintaining fluid levels, tightening of nuts and bolts, refilling or replacing toner cartridges, and operator preventive maintenance. Documentation and submission of warranty claims to equipment suppliers shall be the responsibility of the PA.

3.2 Government Furnished Services.

3.2.1 Utilities. The Government will furnish gas, fuels, electricity, water, sewage, heating, and compressed air for facilities listed in the specific TE.

3.2.2 Postal. The Government will provide on-site mail distribution for correspondence related to performance under the terms of this PWS at Rock Island Arsenal (RIA). The number and place of pickup/delivery points will be determined by the Government.

3.2.3 Telephones and Telephone Service. The Government will provide existing Class 'A' telephone services access to include unsecured voice, dial up switched communication service, Defense Information Switched Network (DISN) and Federal Telecommunications System (FTS) 2001 for work performed under the terms of this PWS at RIA. Commercial long distance service shall be at the PA's expense.

3.2.4 Custodial Services. The Government will provide custodial services for the facilities listed in the specific TE to the extent provided in the RIA custodial-service contract(s).

3.2.5 Refuse Collection. The Government will provide for refuse service to the extent provided in the RIA refuse collection contract(s). The PA shall follow guidelines established by applicable regulations regarding the proper use of dumpsters. The PA shall not dump prohibited items in dumpsters, including, but not limited to, paint, hazardous waste, regulated medical waste, and liquids. The PA shall comply with all RIA recycling programs.

3.2.6 Public Works. The Government will provide on-site fire prevention and protection, inspection and maintenance of Government furnished fire extinguishers and systems, pest control, and grounds maintenance. The telephone numbers of the RIA Fire Department are 911 for emergencies and 782-2911 for routine calls.

3.2.7 Insect and Rodent Control. The Government will provide insect and rodent control services for the facilities listed in the specific TE. All requests shall be coordinated with the KO or other authorized Government personnel.

3.2.8 Emergency Medical Services. The Government will provide, to the extent available, emergency medical treatment and emergency patient transportation service for PA personnel who are injured or become critically ill during performance of this contract. The PA shall reimburse the Government for the cost of medical treatment and patient transportation service at the current inpatient or outpatient rate, as appropriate.

3.2.9 Security Police. The Government will provide general on-site Security Police service at RIA. Security police phone extension is 911 for emergencies and 782-2846 for routine calls.

3.2.10 Reserved

3.2.11 Reserved

3.2.12 Reproduction Services. The Government will provide copiers to the PA for reproduction of official documents. For large print jobs (usually 100 or more pages), the PA will give the required documents and information to the Defense Printing Service for reproduction.

3.3 Vehicles/Mechanized Material Handling Equipment (MMHE). The Government will provide, for the PA's use in performance of this contract, the vehicles/MMHE listed in the specific TE. The PA shall designate a primary and alternate Vehicle Control Officer (VCO) for each function with assigned Government vehicles to receive and account for all Government furnished vehicles. Vehicles/MMHE shall be managed according to AR 58-1, *Management, Acquisition, and Use of Motor Vehicles* (dtd January 2000); AR 600-55, *The Army Driver and Operator Standardization Program (Selection, Training, Testing, and Licensing)* (dtd 31 December 1993); and AR 750-1, *Army Material Maintenance Policy and Retail Maintenance Operations* (dtd July 1996).

3.3.1 Vehicle/MMHE Maintenance. For Government furnished vehicles/MMHE, the Government will provide all scheduled and unscheduled maintenance. The PA shall perform operator's maintenance and deliver its assigned Government furnished vehicles/MMHE to the on-site vehicle maintenance facility for required maintenance.

3.3.2 Fuel and Oil. The Government will furnish all fuel, engine oil, and related petroleum products for Government furnished vehicles/MMHE for the performance of the instant contract. The PA shall use paragraphs 12-27, Section VIII, Department of Army (DA) Pamphlet 710-2-1, *Using Unit Supply System (Manual Procedures)* (dtd 31 December 1997), and paragraphs 26-4, Section II, Chapter 26, DA Pamphlet 710-2-2, *Supply Support Activity System: Manual Procedures* (dtd September 1998) to obtain and issue required fuel and oil products.

3.3.3 Vehicle Authorization Changes. The PA shall request required vehicle authorization changes from the Vehicle Operations and Maintenance PA. The Government will perform an annual vehicle review and readjust authorizations accordingly.

3.4 Property Control Procedures. The PA shall establish a written property control system IAW FAR 52.245-2, Technical Exhibits, sound business practice, FAR Part 45, and property regulations under this solicitation. The property control system shall include a PA maintained record system of all inspections, maintenance, and repair actions for each piece of GFE. The record system shall include the date of the action, the GFE inspected, maintained, or repaired and a description of the specific actions taken. The PA shall submit a written property control plan to the KO for review and approval 30 calendar days prior to the start of the contract performance period.

3.5 Forms And Publications. The Government will initially provide the forms and publications listed in Section C-6 expressly required to perform the work in this PWS. The PA shall establish forms and publications distribution requirements with the Government. This will ensure the PA receives updates to documents listed in Section C-6.

Section C-4, Performing Activity (PA) Furnished Items And Services

4.1 General Information. Except for those items or services specifically stated to be Government furnished in Section C-3, the PA shall furnish everything needed to perform required services of this PWS according to all its terms.

4.2 Minimum Quality/Timeliness Standards. See Section C-5, and Technical Exhibit (TE) 1, Performance Requirements Summary (PRS), for applicability.

4.3 Purchases of Equipment. If PA purchases equipment for the purpose of performing the instant contract, the Government shall have the unilateral option to purchase such equipment at a fair and reasonable price to ensure the continuous and uninterrupted operations of the services required under the instant contract or a successor contract(s).

Section C-5, Information Technology

5. Information Technology. The Performing Activity (PA) shall provide personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the Information Technology support functions as defined in this Performance Work Statement (PWS) except as specified in Section C-3 as Government furnished property and services for Rock Island Arsenal (RIA), Rock Island, Illinois. The PA shall perform to the standards in this PWS. Customer entities currently supported are identified at Technical Exhibit (TE) 9 and historical and projected quantities of work are listed in TE-2. Customer entities are

subject to change during contract execution. Reference Section B for Government rights to renegotiate as a result of workload fluctuations. Reference should be made to Section C-2 for Acronyms and Definitions, and Section C-6 for Applicable Publications and Forms. Section C-6 identifies the current version of applicable documents. The PA shall adhere to the most recent versions of regulations and implementing guidance as published. The PA shall facilitate, manage, and operate Information Technology functions in support of RIA and customers requiring service. Information Technology disciplines include automation, telecommunication, visual information, and printing and publications. The PA shall assist in the planning, organizing, and directing of the Rock Island site information architecture. Government furnished items offered in support of the Information Technology section, and all services within, are detailed at: TE-3, Government Furnished Equipment (GFE); TE-4, Government Furnished Materials (GFM); TE-5, Government Furnished Facilities (GFF); and TE-6, Government Furnished Software (GFS).

5.1 General Information Technology Requirements. The PA shall comply with the general Information Technology requirements identified below for the services detailed within the PWS. The PA shall comply with the DA Web Site *Joint Technical Architecture-Army Version 6.0* (dtd 7 July 2000). Upon contract award, the Contracting Officer (KO) or authorized Government personnel, will provide to the PA an up-to-date matrix of Information Technology customers and the services to which they are entitled from the PA. The KO or authorized Government personnel at any time during contract execution may update this matrix. Upon dispatch of any work request, the PA shall use the matrix to validate the customer's entitlement to services. The PA shall bring requests that do not fall within the scope of this matrix to the attention of the KO or authorized Government personnel for approval, in writing within 1 workday, of dispatch of the request.

5.1.1 Hours of Operation . All references to time within the PWS shall be considered Central Time. The PA shall provide Information Technology services during normal duty hours unless otherwise noted. Normal duty hours are defined as Monday through Friday 0600-1630, except holidays. The PA shall provide emergency after-hours support during non-duty hours, Saturdays, Sundays, and holidays. During business hours, the PA shall ensure response to all customer contacts, for example, telephone, facsimile or E-mail, within one work hour of dispatch.

5.1.2 Contract Documentation. The PA shall maintain all data developed in support of this contract (to include automated repositories) by fiscal year for the life of the contract.

5.1.2.1 Workload Data. For each of the workload data items included or referenced within TE-2, the PA shall maintain up-to-date information by customer organization. Customer organization shall be recorded at the Directorate level for Rock Island Arsenal customers and whenever possible for all other customers. This data shall be maintained in an automated database(s), and shall be provided to the KO or authorized Government personnel every 6 months or upon request. The PA shall ensure the KO or authorized Government personnel has

the access and capability necessary to query and produce reports from the system(s) that include this data.

5.1.2.2 Labor Data. The PA shall record all actual labor expended in support of each sub-Contract Line Item Number (sub-CLIN) by customer organization. Customer organization shall be recorded at the Directorate level for Rock Island Arsenal customers and whenever possible for all other customers. This data shall be maintained in an automated database(s), and shall be provided to the KO or authorized Government personnel every 6 months or upon request. The PA shall ensure the KO or authorized Government personnel has the access and capability necessary to query and produce reports from the system(s) that include this data.

5.1.2.3 Customer Satisfaction Data. Within 60 days of award of contract, the PA shall develop and deliver to the KO or authorized Government personnel a customer satisfaction survey that addresses each service identified within the PWS at level 5.x.x. Surveys will be developed using a numbering scale of 1, being worst, to 5 being best. The KO or authorized Government personnel must review and approve all customer surveys. Each quarter, the KO or authorized Government personnel will provide current customers with customer surveys. Failure to achieve an average of 3 (satisfactory) for any survey question will be considered a condition endangering performance of the contract.

5.1.3 Work Order System. The PA shall maintain an automated database work order system(s) for workload tracking including all data fields listed at TE-8, Attachment A. The PA shall make the information available to the KO or authorized Government personnel and customer organizations upon request (may require verbal, written, or automated access to the information) within 1 workday of dispatch of the request. The PA shall ensure the KO or authorized Government personnel has the access and capability necessary to query and produce reports from the system(s) that include the data elements described in TE-8, Attachment A. Standards for completion of work orders are based on the time of dispatch. 'Dispatch' as used in the PWS in reference to work orders is defined as: the time and date that a request/work order leaves the requester; e.g. when E-mail is sent; when voicemail message is left; time phone call is placed, when walk-in visitor arrives.

5.1.3.1 Work Order Transactions. The PA shall ensure that all customer requests for IT services and remedial maintenance (customer or PA initiated) actions are entered into the work order system(s) within one workday of dispatch of the request. Preventative maintenance shall not be included in the work order system. Work orders directly related to a national emergency do not fall into work order priority definitions provided in Section C-2 and shall be considered highest priority. The PA shall verify with the customer that work order needs were met and shall update the work order database to reflect a complete or resolved work order.

5.1.3.2 Work Order Estimating and Approval. The PA shall obtain KO or authorized Government personnel approval prior to initiating work on any work order transaction exceeding an estimated total of 40 hours. The PA shall bring these work orders to the attention of the KO

or authorized Government personnel, in writing, within 1 workday of dispatch of request, before proceeding with the work.

5.1.4 Implement New Technologies. The PA shall project manage and implement new technologies needed to support the varied business needs of the customers. Implementation may be installation-wide or customer specific. In order to meet the customer needs, the PA shall remain abreast of current and emerging horizon technology and provide proactive, as well as customer requested, recommendations.

5.1.4.1 Technology Project Implementations. The PA shall implement technologies and configurations in accordance with (IAW) KO or authorized Government personnel approved plans and milestones. Implementation shall be accomplished to minimize the downtime to the customers and shall comply with the install and update procedures identified in Section 5.1.5.

5.1.4.2 Technology Research. For each Information Technology service identified within this PWS, the PA shall research and analyze current and horizon software and hardware configurations and technologies that could be implemented to improve the current RIA technology infrastructure. Research and analysis shall include potential hardware and software upgrades on personal computers (PCs) and the efficient utilization of Government resources.

5.1.4.3 Research Documentation. On the first workday of each quarter or upon KO or authorized Government personnel request, the PA shall compile the research and analysis and submit an electronic document that addresses services identified within the PWS at level 5.x.x. Documentation shall include assessment of costs, benefits (economic and other), risks, and implementation issues (to include any customer impacts). The documentation shall include applicable design specifications (to include configurations), acquisition plans, test plans, implementation plans (to include documentation requirements) with milestones, and maintenance plans. Documentation shall include any recommendations regarding new or existing licensing agreements.

5.1.5 System Software and Hardware Maintenance, Upgrades, and Installs. The PA shall comply with Policy Memorandum #99-02, *United States (U.S.) Army Materiel Command (AMC) Policy on Command and Control Protect (C2P) Tools Kit* (dtd 23 March 1999). The PA shall prepare a deficiency report to document updates that could not be successfully applied. The report shall identify actions taken and provide recommendations. The PA shall submit the report to the KO or authorized Government personnel within 1 workday of problem detection.

5.1.5.1 System Hardware Upgrades and Installs. The KO or authorized Government personnel is responsible for determining upgrades for system hardware provided as GFE. Upon approval or direction from the KO or authorized Government personnel, the PA shall install and ensure operability of hardware upgrades or installs within the time frame and guidelines established by the KO or authorized Government personnel.

5.1.5.2 System Software Upgrades and Installs. The KO or authorized Government personnel is responsible for determining upgrades and installations for system software provided as GFS. Upon approval or direction from the KO or authorized Government personnel, the PA shall install and ensure operability of software upgrades, new releases, versions, and patches within the time frame and guidelines established by the KO or authorized Government personnel.

5.1.5.3 Version Awareness. The PA shall monitor for new upgrades, releases, version updates, service packs, or patches that would improve the current system environment, be required to meet security requirements, are recommended by the vendor, or resolve an outstanding issue. The PA shall bring such notifications to the KO or authorized Government personnel, in writing, within 3 workdays of issue by the vendor.

5.1.5.4 System Hardware and Software Maintenance. The KO or authorized Government personnel shall implement and administer maintenance contracts for GFE and GFS used in support of this contract. When vendor-supplied maintenance is required, the PA shall contact the vendor and work with them through problem resolution. On the third workday of each month, the PA shall provide the KO or authorized Government personnel a report detailing all contact with maintenance vendors with a description of the problem as well as corrective actions taken.

5.1.6 Staff Support. The PA shall gather information and generate reports as requested by the KO or authorized Government personnel. Information shall be provided to the KO or authorized Government personnel within dictated guidelines and time constraints. Examples of staff support include acquisition support documentation, resource planning, response to audits, and response to higher headquarters requests. The PA shall ensure a subject matter expert(s) attends meetings on-site within one workday of KO or authorized Government personnel request.

5.1.7 Computer Security. The PA shall provide computer security services, a Continuity of Operations Plan (COOP), network security, and virus protection. The PA shall comply with AR 380-5, *Department of the Army Information Security Program* (dtd 25 February 1988); AR 380-19, *Information Systems Security* (dtd 27 February 1998); AR 380-53, *Information Systems Security Monitoring* (dtd 29 April 1998); AR 380-67, *Personnel Security Program* (dtd September 88); Department Of Defense (DOD) *Web Site Administration Policies and Procedures* (dtd 25 November 1998); AR 25-1, *The Army Information Resources Management Program* (dtd 15 February 2000); and Industrial Operations Command Supplement to Army Materiel Command *Information Operations Condition Plan* (dtd 1 June 1999). Upon written request from proper legal authority the PA shall provide assistance to the requesting office as required.

5.1.7.1 Sensitivity Designation Requirements. The PA employees performing work requiring an Automatic Data Processing (ADP) - Level I sensitivity designation shall have successfully passed a Single Scope Background Investigation (SSBI). The PA employees

performing work requiring an ADP - Level II sensitivity designation shall have successfully completed a National Agency Check (NAC) or National Agency Check with Written Inquiries (NACI) investigation. All other PA employees must meet ADP - Level III requirements. The PA shall follow paragraph 2-14, Chapter 2, AR 380-19, *Information Systems Security* (dtd 27 February 1998) and Appendix K, AR 380-67, *Personnel Security* (dtd 9 September 1988).

5.1.7.2 Systems Administrator Certification Requirement. Prior to performing systems administration and network management functions, the PA shall be certified IAW AMC Policy Memorandum 98-01, *Information Systems Security (ISS) Certification and Training Policy/Guidance*.

5.1.7.3 Continuity of Operations Plan (COOP). The PA shall maintain and execute the COOP and staff-related requirements to higher headquarters as identified by the customers. The PA shall provide COOP requirements as directed by AMC IAW Department of Army (DA) Pamphlet 25-1-1, *Installation Information Services* (dtd 27 August 1991) and DOD Directive 5200.28, *Security Requirements for Automated Information Systems (AIS)* (dtd 21 March 1988). Updates shall be performed annually. The PA shall document the customer input and the date the package was sent to higher headquarters.

5.1.7.4 Intrusion Surveillance.

5.1.7.4.1 Audits. The PA shall establish and maintain an audit review process. Audit trails shall document the identity of each person and device accessing the AISs; dates and times of access; user activity sufficient to ensure user actions are controlled and open to scrutiny; activities that might modify, bypass, or negate safeguards controlled by the AIS; and security-relevant actions associated with periods of processing of changing the security levels or categories of information. The PA shall review audit reports each workday for attempted and successful intrusions. If suspicious activity is detected, the PA shall perform incident reporting IAW Section 5.1.7.4.2 of this PWS.

5.1.7.4.2 Incident Reporting. An incident is any suspicious activity leading the PA to believe unauthorized access was attempted, has occurred, or will occur. If the cause of the incident can be directly attributed to administrative error and readily corrected, then notification to the KO or authorized Government personnel is not required. Otherwise, the incident shall be reported in writing to the KO or authorized Government personnel within 24 hours of discovery of suspected or actual incident. The report provided shall include a brief statement containing the location affected, system, a description of the incident, action taken, and point of contact (POC). Examples of the types of incidents that shall be reported include:

- Known, suspected, or attempted intrusions into Army AISs to include alerts by Network Intrusion Detection (NID) systems installed to detect "hackers"
- Unauthorized access to data, files, or menus by users

- Indications of unauthorized users attempting access, unexplained modifications of files or unrequested “writes” to media
- Unexplained output received at a terminal or abnormal system response
- Inconsistent or incomplete security marking on output
- Malicious software

The PA shall provide related information to the KO or authorized Government personnel. The PA shall ensure that available audit trail information is maintained until the incident is resolved. The PA shall adhere to paragraph 2-27, Chapter 2, AR 380-19, *Information Systems Security* (dtd 27 February 1998).

5.1.7.5 Security Patches and Updates. Upon KO or authorized Government personnel approval or direction, the PA shall implement new security requirements and systems directed by higher headquarter organizations and security organizations, e.g., R-CERT, Army Computer Emergency Response Team (ACERT), Army Network Systems Operations Center (ANSOC). Requirements shall be implemented IAW the time frame and guidelines dictated by the KO or authorized Government personnel.

5.1.7.6 Conduct Reviews for User Identification (User-id) Inactivity. The PA shall conduct semi-annual reviews of all user-ids and identify those that have not been accessed within the previous 6 months. All inactive user-ids shall be removed from all impacted systems within 3 workdays of completion of the review. The PA shall follow paragraph 2-14, Chapter 2, AR 380-19, *Information Systems Security* (dtd 27 February 1998). All removals shall be documented and kept on file by fiscal year for the life of the contract.

5.1.8 Password Authentication System. The PA shall utilize an authentication system approved by the KO or authorized Government personnel to verify the requester identification before issuing any user-id and password. System password controls and system access services shall be provided IAW Chapter 2, paragraph 2-14 and 2-16, and Appendix G, Sections 1 and 2, AR 380-19, *Information Systems Security* (dtd 27 February 1998). The PA shall update all systems impacted by new user-ids within 2 workdays of dispatch of the request.

5.1.9 Provide System Accreditation and Reaccreditation. The PA shall provide system accreditation before any system to be used in support of this contract is functioning IAW Chapters 3 and 5, and Appendices D and E, AR 380-19, *Information Systems Security* (dtd 27 February 1998) and DOD Instruction 5200.40, *DOD Information Technology Security Certification and Accreditation Process* (dtd December 1997). The PA shall reaccredit all systems every 3 years or at the direction of the KO or authorized Government personnel. The PA shall maintain documentation of all accreditation and reaccreditation packages by fiscal year for the life of the contract. The PA shall prepare risk assessments as required and by suspense date assigned.

5.2 Telecommunications

5.2.1 Telecommunications Local Area Network (LAN) Services. The PA shall provide access to the physical RIA LAN (additional background provided at TE-8, Attachment B), including management, sustainment, and operations. This service also includes support for high frequency transceiver, satellite services, and radio frequency (RF) management. The PA shall provide relocations and new installations of LAN. The PA shall perform all work IAW the Institute of Electrical and Electronics Engineers (IEEE) 802.3 and 802.5, Asynchronous Transfer Mode (ATM) Forum ITU-T (International Telecommunications Union - Telecommunications Standardization Sector) standards, and ANSOC bulletins.

5.2.1.1 Access to LAN/Wide Area Network (WAN). The PA shall maintain data communications equipment (DCE) and infrastructure consisting of ATM, LAN Emulation, shared and switched Ethernet, fast Ethernet, and fiber distributed data interface communications topologies. These topologies consist of RF dual-coaxial broadband, level 5 Unshielded Twisted Pair, and Single-mode and Multi-mode fiber optic cabling media. Network protocols utilized include Transmission Control Protocol (TCP)/Internet Protocol (IP) Sequenced Packet Exchange (SPX), NetBios, Extended User Interface, and Systems Network Architecture. Transmission facilities include private virtual circuits, virtual lines, and dial-in. The PA shall provide moves, adds, changes, installs, de-installs, and upgrades of hardware circuits, modems, channel service units/data service units, front end processors, multiplexors, routers, bridges, switches, protocol converters, test equipment, cabling, and software installation and testing as required by users. The PA shall maintain current dial-in capabilities for access to on-site computer resources and ensure dial-in capabilities and access to Cisco Terminal Access Server and Shiva for user-id verification. The PA shall ensure that network access is in compliance with the Domain Name Services zoning requirements set forth by the ANSOC.

5.2.1.1.1 Using KO or authorized Government personnel approved software, the PA shall implement and utilize the network management systems to monitor the operational status of the network and to collect statistics on bandwidth utilization.

5.2.1.1.2 Upon approval or direction from the KO or authorized Government personnel, the PA shall perform physical implementation of all network components to include network wiring, data communications equipment, network management (hardware and software), and various LAN/WAN components within 2 workweeks of receipt of equipment.

5.2.1.1.3 The PA shall evaluate and recommend remote site access requirements where high-speed networking topologies are not available within 2 workweeks of customer request.

5.2.1.1.4 The PA shall analyze LAN/WAN network topology design and bandwidth requirements necessary to maintain efficient network operations. Network load and Central Processing Unit (CPU) utilization shall not exceed 80 percent of CPU capacity or bandwidth of the network segments. If utilized bandwidth is over 80 percent, the PA shall notify the KO or

authorized Government personnel in writing within 1 workday of incident and provide recommendations for correcting problem(s). If the CPU utilization on the DCE is over 80 percent for more than 3 consecutive days, the PA shall notify the KO or authorized Government personnel in writing and provide recommendations for correcting problem(s).

5.2.1.1.5 For unscheduled network outages, if the network is operable, the PA shall notify respective customers, via Electronic mail (E-mail), at least 15 minutes prior to taking the network down. The PA shall coordinate the time with the KO or authorized Government personnel and notify affected organizations (specific points of contact that will be provided by the KO or authorized Government personnel) of unanticipated downtime, or within 30 minutes after a network outage is discovered. The PA must obtain approval for scheduled maintenance from the KO or authorized Government personnel in as far in advance as possible and shall notify respective customers of scheduled maintenance, via E-mail, within 1 workweek of scheduled work.

5.2.1.1.6 The PA shall maintain Government approved Network Management Systems, which includes an enterprise management system utilizing Simple Network Management Protocol for management protocol support. The PA shall maintain a real time map of the physical network for monitoring and troubleshooting purposes. In addition, the PA shall review the automated network maps by the fifth workday of each month to ensure accuracy and integrity. The PA shall maintain documentation necessary to provide an accurate “picture” of the network topology. This includes all DCE location, cabling information, and IP address. Changes shall be reflected in the documentation within 1 workweek of change. The PA shall identify any uncharted outside plant (as defined in Section 5.2.1.1.9) cable and its location to the Directorate of Public Works within 1 workweek of discovery.

5.2.1.1.7 Availability of LAN. The PA shall ensure DCE and software is operational and available for network customers 100 percent between 0600-1800, Monday through Friday. The PA shall ensure DCE is operational and available for network customers 98.5 percent between 1800-0600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays.

5.2.1.1.8 LAN/WAN (Including Terminal Server Access Controller System [TSACS]) Work Orders. In accordance with work order priorities (priority definitions provided in Section C-2), the PA shall complete work orders based on the following priority time frames: Priority 1 within 2 work hours of dispatch, Priority 2 within 4 work hours of dispatch, and Priority 3 within 8 work hours of dispatch. Priority 4 through 5 does not apply.

5.2.1.1.9 Communications. The PA shall maintain outside plant and inside plant equipment. “Outside Plant” is defined as including all cable, pedestals, terminal, and miscellaneous equipment up to and including the protection modules to the communications closets. “Inside Plant” is all communications equipment used from the communications closets to the customers. It includes all distribution cable terminals and cross-connects inside the building. The PA shall perform work IAW industry standards to include American National Standards Institute (ANSI)/Telecommunications Industry Association (TIA)/Electronics Industry

Alliance (EIA) Building Telecommunications Wiring Standards, National Electrical Code (NEC), and IEEE 802.3 and 802.5. The work order priorities defined in Section C-2 do not apply to the Communications Section of Telecommunications LAN Service.

5.2.1.1.9.1 Installation, Move, or Remove LAN Lines. Upon dispatch of a work order request, the PA shall install, move, or remove a LAN unit (unit is a LAN line moved or installed). Each unit shall not exceed 60 minutes to complete.

5.2.1.1.9.2 Repair Requests. The PA shall ensure data line repair requests are entered into the work order system. The PA shall complete each work order within 2 work hours of dispatch of request.

5.2.1.1.9.3 Cable Locating Request. The PA shall ensure cable locating requests are entered into the work order system. The PA shall locate and mark buried communication cables IAW OSHA and industry standards. The markings shall be clearly visible from a distance of 30 feet. The PA shall mark cables within 2 work hours of dispatch of work order. The PA shall not use permanent enamel spray paint for marking of cables.

5.2.1.1.9.4 Maintain Communications Equipment. The PA shall conduct inspections of RIA communications manholes by the third workday of each month. In addition, the PA shall conduct additional inspections if weather conditions could cause water levels to rise. The PA shall ensure that the cable enclosures within the communications manholes are protected from the environment and free of moisture and corrosion. The PA shall remove all debris from communications manholes and water that exceeds 6 inches in depth. When performing this service, the PA shall adhere to all Occupational Safety and Health Administration (OSHA) requirements.

5.2.1.2 High Frequency Transceiver Maintenance. The PA shall provide high frequency transceiver preventive and remedial maintenance IAW AR 25-1, *The Army Information Resources Management Program* (dtd 15 February 2000). In accordance with the workload priorities identified in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 through 3 within 4 work hours of dispatch, and Priority 4 through 5 within 8 work hours of dispatch.

5.2.1.3 Satellite Maintenance. The PA shall provide satellite preventive and remedial maintenance. In accordance with the work order priorities identified in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 through 3 within 4 work hours of dispatch, and Priority 4 through 5 within 8 work hours of dispatch.

5.2.1.4 Radio Frequency (RF) Management Services. The PA shall provide RF management services IAW AR 5-12, *Army Management of The Electromagnetic Spectrum*, (dtd 1 October 1997). The PA shall serve as a liaison between RIA installation customers and the Army Frequency Management Office. The PA shall ensure RF management work requests are entered into the work order system. In accordance with the workload priorities identified in

Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 through 3 within 4 work hours of dispatch and Priority 4 through 5 within 8 work hours of dispatch. The PA shall notify respective customers, via E-mail, of changes in service within 1 workday of notification from the KO or authorized Government personnel. Upon request, the PA shall conduct audit(s) of RFs and provide a written response containing findings, justifications, and corrective actions required, within 10 workdays of request, to the KO or authorized Government personnel.

5.2.2 Telecommunications (Telecom) Switched Services. The PA shall provide access to physical RIA voice network including management, sustainment, and operations. This service includes support for the Lucent Definity G2.2 and G3 telephone switches, multi-point control unit (video bridge), Digital Conferencing and Switching System (audio bridge), voice mail system, key systems, Lucent call management system, Automated Directory and Answering Systems (ADAS), Call Accounting System, and voice terminals. The PA shall provide relocations and new installations of voice network service and individual switched services. The PA shall install, maintain, and provide access to the commercial network interface. The PA shall support the 911 emergency system. The PA shall install and maintain direct outward dialing, direct inward dialing, Federal Telecommunications System (FTS) 2001, and Defense Information Switched Network (DISN) lines. The PA shall use TN 2198 Integrated Services Digital Network (ISDN) U-interface circuit cards. The PA shall be certified in Lucent G2 and Lucent G3 switch administration and world class routing, Lucent multi-point control with Conference Reservation and Control System (CRCS) administration, and Octel voice mail maintenance administration. The PA shall maintain outside plant and inside plant equipment as defined in Section 5.2.1.1.9. The PA installers shall have proof of registration or certification in industry standards to include ANSI/TIA/EIA, Building Telecommunications Wiring Standards, NEC, and IEEE 802.3 and 802.5.

5.2.2.1 Availability of Switched Services Networks. The PA shall ensure switched service networks are operational and available for customers' use 100 percent between 0600-1800, Monday through Friday. The PA shall ensure switched service networks are operational and available for customers' use 98.5 percent between 1800-0600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays.

5.2.2.2 Switched Service Requests. The PA shall ensure customer requests for switched services are entered into the work order system. The work order priority definitions provided in Section C-2 do not apply to these services; therefore, the PA is responsible for providing these services within the time frames, based upon the dispatch of a request, established in Table C-5-1.

Table C-5-1: Switched Service Requests

Service Provided	Additional Description	Unit Definition	Completion Time After Dispatch
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Individual Switch Services	N/A	Switch service added/modified/deleted	Each unit shall not exceed 1 work hour
Installations or Moves of Call Management Unit	Installations or moves shall include system configuration and physical connection to customer	Call management unit installed or moved	Each unit shall not exceed 1 work hour
Installations or Moves of Voice Mail Services	N/A	Voice mailbox installed or moved	Each unit shall not exceed 1 work hour
Provide Customer Training on Voice Mail Capabilities	Provide on-site or written documentation on configuration and use of individual mailboxes	Voice mailbox installed or moved	1 workday after installation of new voice mailbox.
Installation or Moves of Analog and Digital Terminals	N/A	A terminal installed or moved	Each unit shall not exceed 1 work hour
ISDN Line Moves	N/A	Each line moved	Each unit shall not exceed 1 work hour
Installations or Moves of Desktop Video (DTV)	Installation shall include connection of equipment to DTV network, programming of inverted multiplexor, as necessary, and testing of equipment and circuits.	Each line installed or moved	Installation and testing completed within an average of 8 work hours
Installation and Maintenance of Commercial and Federal Voice and Data Lines	Coordinate with commercial vendors on installation of voice services to residences located on the installation	A commercial line installed or maintained.	Work Order completed within 1 workday

5.2.2.3 Telephone Service Repair Requests. The PA shall record repair requests for switched services into the work order system. The work order priority definitions provided in Section C-2 do not apply to these services. The PA shall complete each repair work order within 2 work hours of dispatch of request.

5.2.2.4 Cable Locating Request. The PA shall ensure cable locating requests are entered into the work order system. The PA shall locate and mark buried communication cables IAW industry standards. The markings shall be clearly visible from a distance of 30 feet. The PA shall mark cables within 2 work hours of dispatch of request. The PA shall not use permanent enamel spray paint for marking of cables.

5.2.2.5 Inspect and Maintain Batteries. The PA shall visually inspect the telephone switch batteries for leakage and adequate water levels by the fifth workday of each month and determine proper corrective action and correct any deficiencies. The PA shall test cell temperature, cell voltage, clean batteries, and check and tighten terminal connections once a

quarter and perform any corrective actions necessary. The PA shall update maintenance logs within 1 workday of inspections.

5.2.2.6 Maintain Direct Current (DC) Rectifiers. The PA shall inspect and maintain DC rectifiers located in both dial central offices each workday. The PA shall balance DC voltage and amperage as needed. DC voltage on each module shall be maintained at 48 volts, plus or minus 5 volts. DC amperage on each module shall be maintained at 52 amps, plus or minus 5 amps.

5.2.2.7 Provide Audio Conferencing Services. The PA shall ensure customer requests for audio conference reservations are entered into the work order system. The PA shall ensure the conference reservation is entered into the audio conferencing system at the time of the request. The PA shall provide customers with the conference access code and assist customers in establishing conferences, to include both "meet-me" and operator-assisted. The PA shall ensure that audio conferencing services are operational and available for customers' use 100 percent 24 hours a day, 7 days a week.

5.2.2.8 Provide Telephone Operator Services. The PA shall provide telephone operator services 24 hours a day, 7 days a week. Telephone operator services include directory assistance, call transfers, assisting with Continental U.S. (CONUS) and Outside CONUS (OCONUS) long distance calls, and placing emergency calls. The PA shall answer 100 percent of the calls. The average wait time for operator assistance calls shall not exceed 30 seconds per call.

5.2.2.9 Provide Automated Telephone Directory. The PA shall maintain an up-to-date automated telephone directory. The PA shall update telephone directory information on the RIA web directory homepage within 1 workday of telephone number changes. The PA shall provide telephone number changes to the RIA E-mail administrator within 1 workday of notification.

5.2.2.10 Provide 911 Emergency Service Support. The PA shall provide 911 emergency service support to the RIA Fire and Police Departments. The PA shall maintain the 911 dial plan capabilities and provide up-to-date directory information, at a minimum, once a week. The PA shall maintain connectivity of commercial emergency number to RIA residences. The PA shall provide 911 emergency service support 24 hours a day, 7 days a week.

5.2.2.11 Provide Telephone Billing Data. The PA shall process telephone switch data and prepare telephone bills for long distance telephone calls for RIA and each tenant supported by the RIA voice network. Telephone bills shall include information identifying organization, total usage, and total cost for each month. The PA shall provide this billing data to the KO or authorized Government personnel by the third workday of each month. Billing data shall be furnished using the media (electronic or hard copy) required by the KO or authorized Government personnel.

5.2.2.12 Provide Telephone Usage Reports. The PA shall ensure all requests for telephone usage reports are entered into the work order system.

5.2.2.12.1 Long Distance Itemized Reports. The PA shall provide a monthly long distance call itemized report within 5 workdays of customer request. These reports shall include all data that was processed to produce the telephone bill for the month. Itemized reports shall include organization, division, extension, user, date and time calls were placed, duration, total usage time, and cost per call.

5.2.2.12.2 Telephone Usage Reports. The PA shall provide telephone usage reports for specific time periods and extensions within 5 workdays of dispatch of request. The PA shall provide these reports electronically. The reports shall include the time and date calls were placed, number(s) called, and duration of calls.

5.3 Automation Services.

5.3.1 Compact Disk - Read Only Memory (CD-ROM) Network Services. The PA shall provide access to the CD-ROM jukeboxes and CD-ROM servers for all Personal Computer-Local Area Network (PC-LAN) customers. The PA shall provide systems administration and operations support for the CD-ROM jukeboxes and CD-ROM servers.

5.3.1.1 CD-ROM Systems Administration. The PA shall provide systems administration for the CD-ROM jukeboxes and CD-ROM servers.

5.3.1.1.1 The PA shall install and configure CD-ROM(s) for network CD-ROM servers and jukeboxes within 3 workdays of receipt of CD-ROM(s). The PA shall ensure all installed CD-ROMs are accessible to customers.

5.3.1.1.2 The PA shall notify respective customers, via E-mail, when an install or upgrade has been performed and provide instructions for accessing the CD-ROM(s) within 1 workday of install or upgrade.

5.3.1.1.3 The PA shall notify respective customers, via E-mail, within 3 workdays prior to scheduled maintenance if it will affect customers' access.

5.3.1.1.4 The PA shall maintain a minimum of one-third total free hard-disk storage space on each network CD-ROM server. The PA shall maintain CD-ROM jukeboxes with a minimum of 50 slots available. The PA shall maintain a minimum of 36 gigabyte (GB) free hard-disk space to support FastCD CD-ROM titles on each CD-ROM network servers.

5.3.1.1.5 CD-ROM Network Work Order Requests. In accordance with priorities identified in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 within 2 work hours of dispatch, Priority 2 within 4 work hours of dispatch,

Priority 3 within 8 work hours of dispatch, Priority 4 within 2 workdays of dispatch, and Priority 5 within 3 workdays of dispatch.

5.3.1.2 CD-ROM Operations Support. The PA shall provide CD-ROM jukebox operations support services 24 hours a day, Monday through Friday. The PA shall provide emergency support during non-duty hours, Saturdays, Sundays, and holidays.

5.3.1.2.1 If system hardware and software problems occur on GFE and GFS, the PA shall troubleshoot and, if unable to resolve problem, the PA shall contact the maintenance vendor and work with the vendor through problem resolution.

5.3.1.2.2 The PA shall resolve hardware and software problems. The PA shall document hardware and software problems and corrective actions taken. The PA shall E-mail the report to the KO or authorized Government personnel within 1 workday of problem resolution.

5.3.1.3 Availability of CD-ROM Jukeboxes. The PA shall ensure each CD-ROM jukebox is available and operational for customers 100 percent of the time 0600-1800, Monday through Friday. The PA shall ensure each CD-ROM jukebox is available and operational for customers 98.5 percent of the time between 1800-0600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays.

5.3.2 PC-LAN Systems Support. The PC-LAN environment provides the resources to support file and print services, the management of data stores, and other shared resources that together provide a high level of support to a customer base of approximately 3,500. This environment includes both Novell and Microsoft Network Operating Systems (NOS). The list of servers supported is identified at TE-8, Attachment C. Novell supports most of the file and print services and hosts the storage and distribution of office automation and other applications. It provides the customers with common shared areas, network storage, some database support, and access to most other shared resources. Microsoft NT servers host various applications, infrastructure services, and enterprise database support. The PA shall provide PC-LAN systems support services, which include systems software and hardware implementation and maintenance support; monitoring and optimizing system performance; troubleshooting systems and providing technical advice and assistance; providing systems administration; investigation; performing backup and recovery services; and performing webmaster systems functions. The PA shall ensure that each PC-LAN system is operational and available for customers' use 100 percent between 0600-1800, Monday through Friday. The PA shall ensure that each PC-LAN system is operational and available for customers' use 98.5 percent between 1800-0600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays. The PA shall adhere to Chapters 1 through 5, AR 380-19, *Information Systems Security* (dtd 27 February 1998).

5.3.2.1 Systems Software and Hardware Maintenance Support.

5.3.2.1.1 The PA shall monitor resource utilization thresholds, determine optimal performance levels, and provide to the KO or authorized Government personnel a server

performance evaluation report by the third workday of each month. Upon request by the KO or authorized Government personnel, the PA shall modify the report to reflect additional information that may be required or provide additional reports. The PA shall provide daily user management that includes changing, deleting, or moving users; managing directories, space, or data; and modifying access rights.

5.3.2.1.2 The PA shall notify respective PC-LAN customers, via E-mail, no later than 1 workweek prior to scheduled downtime. For unscheduled downtime, if the system is operable, the PA shall notify affected customers, via E-mail, who may be affected by the downtime at least 15 minutes prior to taking the system down. When downtime is expected to last more than 2 hours, the PA shall notify all affected organizations (specific points of contacts that will be provided by the KO or authorized Government personnel) via E-mail or telephone. The PA shall provide customers with an estimate of time the system will be unavailable.

5.3.2.2 PC-LAN Work Orders. The PA shall ensure customer requests for PC-LAN services are entered as work orders. In accordance with work order priorities defined in Section C-2, the PA shall complete work orders based on the following priority time frames unless otherwise noted in the subparagraphs below: Priority 1 within 2 work hours of dispatch, Priority 2 within 4 work hours of dispatch, Priority 3 within 8 work hours of dispatch, Priority 4 within 2 workdays of dispatch, and Priority 5 within 3 workdays of dispatch.

5.3.2.2.1 Troubleshooting PC-LAN Systems Hardware and Software. Upon dispatch of a work order request, the PA shall provide troubleshooting and problem resolution within the priority time frames specified in Section 5.3.2.2. In the event of a system failure, the PA shall notify the KO or authorized Government personnel within 1 work hour of failure.

5.3.2.2.2 Technical Assistance. Upon dispatch of a work order request, the PA shall provide technical advice for current, future, or planned systems. In addition to technical expertise, the assistance may be based on knowledge of Government plans, goals, environment, etc. Assistance generally shall involve providing information for planning new strategies or improving existing functionality or throughput. It may require research of any available technical resources to provide the requested assistance. The PA shall provide technical advice to customer requests within 4 workdays of dispatch of the request.

5.3.2.2.3 Network User-ids and Passwords. Upon dispatch of a work order request, the PA shall create network user-ids and generate passwords. The PA shall complete user-id and password requests and notify the customer, via E-mail, within 1 workday of dispatch of request. User-ids shall be 100 percent accurate.

5.3.2.2.4 Provide User Management. Requirements for user management services are received as a work order or developed proactively in customer meetings or consultations on technical issues. The PA shall ensure a work order is submitted for user management services provided. The PA shall provide services IAW the time frames for work order priorities identified in Section 5.3.2.2.

5.3.2.2.5 Provide Network Printer Support. Upon dispatch of a work order request, the PA shall provide network connectivity support for printers connected to the PC-LAN and those shared on user PCs and hosts. Support shall include configuration, setup, and maintenance of the printer connection. The PA shall ensure that each printer will print from the host systems the customers require. The PA shall ensure a work order is submitted for printer support services provided. The PA shall provide services IAW time frames for work order priorities established in Section 5.3.2.2.

5.3.2.3 Backup and Recovery Services. The PA shall perform daily differential backups, weekly full backups, and monthly backups of network servers. The PA shall ensure backups complete successfully 100 percent of the time. The PA shall rerun any failed jobs within 1 workday. The PA shall ensure backups are scheduled to run outside of normal business hours to avoid degradation of system resources to customers. The PA shall retain backed-up data IAW Table C-5-2.

Table C-5-2: Backup Retention Periods

Backup Type	Retention Period
Daily	4 weeks
Weekly	4 weeks
Monthly	6 months

In the event of a system disk volume failure, the PA shall notify the KO or authorized Government personnel within 1 work hour of the failure. The PA shall begin restoration of data within 2 work hours of the hardware device being replaced or repaired. Restoration shall be continued until disk restore is complete and accessible to users. The PA shall ensure a work order is submitted for each system disk volume restore.

5.3.2.3.1 Backup and Recovery Work Order Requests.

5.3.2.3.1.1 Upon dispatch of a work order request, The PA shall create, modify, reschedule, or cancel customer backup jobs according to customer specifications and resource availability. Based on customer requirements, backups shall successfully complete, writing specified data to specified media. The retention period will be IAW with customer instruction.

5.3.2.3.1.2 Upon dispatch of a work order request, the PA shall restore file(s) from the most recent backup available, unless otherwise specified by customer. Restores shall be completed IAW the following time frames: Priority 1 through 3 completed within 4 work hours of dispatch, and Priority 4 through 5 completed within 2 workdays of dispatch.

5.3.2.4 Web Services. The PA shall provide webmaster functions for customers.

5.3.2.4.1 The PA shall perform web services responsibilities IAW DOD *Web Site Administration Policies and Procedures* (dtd 25 November 1998), and the RIA web standards.

5.3.2.4.2 The PA shall ensure that the RIA Public Affairs Office has authorized each request for information to be placed on the RIA web.

5.3.2.4.3 Upon dispatch of a work order request, the PA shall establish a link to the RIA web page identified in customer request within 3 workdays of dispatch of request. The PA shall maintain each link to the RIA web page to ensure access 24 hours a day, 7 days a week.

5.3.3 Help Desk Services. The PA shall operate the Help Desk, including providing an on-site service for walk-in inquiries. The Help Desk shall serve as the primary POC for customers to report problems, ask questions, and make service requests related to Information Technology. The Help Desk shall maintain and operate a limited lending library of software and hardware. The Help Desk shall provide problem resolution services in the areas of equipment maintenance, mainframe, software (software supported is provided at TE-8, Attachment D, and is subject to change as software and new technologies evolve), and network infrastructure including remote access (TSACS). The PA shall provide immediate assistance when possible, or refer to a specialist for resolving complex technical issues. The resolution of problems referred to specialists is not addressed in this service, but covered in the respective technical services. The PA shall ensure requests for assistance are entered into an automated work order system. This work order system shall be used for Help Desk services in addition to other tracking systems identified in Section 5.3.3.2.3.

5.3.3.1 The PA shall ensure the telephone hold queue time shall not exceed an average of 40 seconds per call. One hundred percent of calls must be answered.

5.3.3.2 Help Desk Assistance. The PA shall record, troubleshoot, and determine appropriate corrective action for all Help Desk services identified in Table C-5-3. The PA shall provide these services within the time frames and percentages established in Table C-5-3.

Table C-5-3: Time Frames and Percentages for Help Desk Calls

Service Provided	Performance Standard	Inquiries Resolved Within (from time request was dispatched)	Work Order Submitted to Specialist Within (from time request was dispatched)	Unlock or Reset Passwords and User-ids and Issue One-Shot Passwords Error Free (from time request was dispatched)	Unlock or Reset User-ids and Passwords Error Free (from time request was dispatched)
Equipment Maintenance Support	100%	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	Walk-in: 1 hr Phone: 1 hr E-mail: 2 hrs	N/A	N/A
Mainframe Processing Support	100%	Walk-in: 15 min Phone: 15 min E-mail: 2 hrs	Walk-in: 25 min Phone: 25 min E-mail: 2 hrs	N/A	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs

Software Support	100%	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	Walk-in: 20 min Phone: 20 min E-mail: 2 hrs	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	N/A
Network Infrastructure Support	100%	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	Walk-in: 15 min Phone: 15 min E-mail: 2 hrs	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	N/A
Remote Access Support	100%	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	Walk-in: 15 min Phone: 15 min E-mail: 2 hrs	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	N/A
Loan Library	100%	Walk-in: 10 min Phone: 10 min E-mail: 2 hrs	N/A	N/A	N/A

5.3.3.2.1 The PA shall successfully resolve customer inquiries without additional personnel intervention 95 percent of the time. If the PA is unable to resolve the inquiry, the PA shall record the work order, assign a priority based on work order priorities defined in Section C-2, and elevate to the appropriate specialist for action. The PA shall provide status to customer inquiries regarding work orders elevated to specialists. The PA shall provide these services within the time frames and percentages established in Table C-5-3.

5.3.3.2.2 The PA shall unlock or reset a user-id(s), or issue, unlock, or reset a password(s) only after verifying requester's identity. System password controls and system access services shall be provided IAW Chapter 2, paragraph 2-14 and 2-16, and Appendix G, Sections 1 and 2, AR 380-19, *Information Systems Security* (dtd 27 February 1998).

5.3.3.2.3 Equipment Maintenance Support. The PA shall maintain and operate the Help Desk Service System (HDSS) for equipment categories listed at TE-8, Attachment E. This list is subject to change as new technologies evolve. The PA shall ensure all hardware repair requests are entered into the HDSS to generate a service order. The PA shall electronically submit the service order to the appropriate contractor to provide repair service. The PA shall maintain the HDSS automated repository of all equipment service requests, warranty information, and repair history. This includes requesting information from the manufacturer or retailer as necessary.

5.3.3.2.3.1 Upon customer's request, the PA shall make the HDSS customer module available for customer's use within 2 workdays of dispatch of request. Upon customer's request, the PA shall provide a repair history to customer within 2 work hours of dispatch of request.

5.3.3.2.3.2 If the PA is unable to resolve the equipment inquiry, the PA shall verify warranty information with the manufacturer or retailer on all hardware repairs before generating a service request within the HDSS.

5.3.3.2.4 Mainframe Processing Support. The PA shall act as the liaison between the mainframe computer systems service provider and all customer organizations. The PA shall coordinate service issues to include notifying customer base regarding maintenance schedules that make the system unavailable, overtime requests to ensure systems are available after normal

business hours, etc. The PA shall document and forward 100 percent of requested messages (both to and from the customer).

5.3.3.2.5 Loan Library. The PA shall operate and maintain an on-site Loan Library providing customers with a lending source of equipment and software. This service is provided to customers in the event of equipment failure, customer travel, and temporary use for special projects. This equipment and software list is provided at TE-8, Attachment F, and is also included in TE-3. This list is subject to change as new requirements and technologies evolve. Loan out of equipment is provided to the customer on a first come, first serve basis. If a conflict arises over equipment, the PA shall elevate the conflict to the KO or authorized Government personnel official responsible for operation for resolution.

5.3.3.2.5.1 The PA shall provide a library of equipment and software for loan to customer organizations. The PA shall sub-hand receipt loan library items. The PA shall prepare sub-hand receipt (DA Form 2062) for all loan library items and accessories, and obtain customer signature prior to releasing equipment. The PA shall inventory each item and its accessories to ensure all items and accessories are returned. The PA shall validate the integrity of software and operability of equipment before the next loan out. Upon customer's request, the PA shall provide on-site instruction to customers on use of equipment and software prior to issue.

5.3.3.2.6 Network Infrastructure Support. The PA shall provide support for networks, file servers, visual information, and Tier II systems support. Upon customer request, the PA shall update the network address table with each network address within 10 minutes. Information entered into the network address table shall be error free.

5.3.4 Database Administration. The PA shall provide database administration support to include allocation and management of database space, development and maintenance of backup and recovery routines, database security administration, consultation, production problem resolution, and coordination with vendors and other agencies. Database Management Systems (DBMS) currently supported are identified at Table C-5-4.

Table C-5-4: Information Technology Supported DBMS

Title	Version	Operating System	Description of Software
Datcom/DB	V9.0	OS/390	Relational database & IMS Transparency
Systems 2000	V12.1	OS/390	Hierarchical Database
Oracle	V7.3.4.5, V8.1.5.0, V7.1.4.1, V7.3.2.3, V7.3.2.1, V7.3.4.3	HP/Unix, NT, OS/390	Relational Database
Model 204	V4.1	OS/390	Relational Database
Informix	V5.0, V7.0	HP/Unix	Relational Database

Info	V9.65n	HP/Unix	Relational Database
Microsoft Access	V97, V2000	Windows	Relational Database

5.3.4.1 Mainframe Database Support.

5.3.4.1.1 Database Availability. The PA shall ensure databases are operational and available (on-line or batch) 100 percent between 0600-1800, Monday through Friday. The PA shall ensure all databases are operational and available 98.5 percent 1800-0600, Monday through Friday, and 24 hours a day Saturdays, Sundays, and holidays. The PA shall not be responsible for periods of unavailability controlled by the non-PA computer service providers (e.g. Defense Information Systems Agency). The PA shall coordinate with the respective customers, via E-mail, 1 workweek prior to scheduled maintenance. The PA shall document PA controlled and non-PA controlled downtime to include: date and time, total downtime, problem, corrective actions and preventative recommendations. The PA shall provide this report to the KO or authorized Government personnel by the third workday of each month.

5.3.4.1.2 Maintain DBMS Access Rights. The PA shall maintain access authorizations for DBMS objects and the underlying physical files (i.e., DBMS system files) IAW paragraph 2-5, Section II, and paragraph 2-15, Section VI, AR 380-19, *Information Systems Security* (dtd 27 February 1998).

5.3.4.1.3 Performance Optimization. The PA shall ensure properly sized physical files underlying database objects per DBMS vendor specifications. The PA shall ensure optimization of computer software and hardware utilization for command unique database structures and programs. The PA shall perform routine physical structure analysis, transaction analysis, and on-line log analysis in an effort to pinpoint problem areas, optimize response time, and resize and optimize database structures due to growth trends.

5.3.4.1.4 Space and Space Performance Optimization. The PA shall monitor and take necessary action to ensure that physical database page or table structure does not become inefficient per DBMS vendor specifications.

5.3.4.1.5 DBMS and Database Backups. The PA shall backup databases and Government Furnished Software DBMSs each workday. The PA shall ensure backups complete successfully 100 percent of the time. The PA shall rerun any failed jobs within 1 workday. The PA shall retain backup data IAW Table C-5-5 unless otherwise directed by the KO or authorized Government personnel.

Table C-5-5: Database Backups

DBMS	Number of	Type of Backup	Retention
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	Databases		
Datacom/DB	23	2 x workday	10 workdays
Datacom/DB	23	Weekly	10 weeks
Systems 2000	15	Workdays	7 workdays
Systems 2000	12	Weekly	7 weeks
Systems 2000	22	Monthly	3 months
Systems 2000	9	Yearly	2 years
Systems 2000	18	2 x workday	7 workdays
Systems 2000	4	3 x workday	7 workdays
Systems 2000	3	6 x workday	7 workdays
Model 204	400	Workday (Fast Dump Restore [FDR])	2 weeks

5.3.4.1.6 DBMS Software Testing. The PA shall test the installation of DBMS updates and releases prior to implementation into a production environment IAW the non-PA computer service provider's guidelines and time frames. The PA shall coordinate software “bugs” with software vendor, DOD Software Engineering Centers (SECs), and the non-PA computer service provider. The PA shall maintain distribution of software licenses. Some release administration requires after-hours support during non-duty hours. The PA shall report test findings identifying deficiencies, corrective actions, and milestones to the KO or authorized Government personnel.

5.3.4.2 Tier-II and Tier-III Database Support.

5.3.4.2.1 Database Availability. The PA shall ensure databases are operational and available (on-line or batch) 100 percent between 0600-1800, Monday through Friday. The PA shall ensure all databases are operational and available 98.5 percent 1800-0600, Monday through Friday, and 24 hours a day Saturdays, Sundays, and holidays. The PA shall not be responsible for periods of unavailability controlled by the RIA Tier II service provider. The PA shall coordinate with the respective customers, via E-mail, 1 workweek prior to scheduled maintenance. The PA shall document PA controlled and RIA controlled downtime to include: date and time, total downtime, problem, corrective actions and preventative recommendations. The PA shall provide this written report to the KO or authorized Government personnel by the third workday of each month.

5.3.4.2.2 Maintain DBMS Access Rights. The PA shall maintain access authorizations for DBMS objects and the underlying physical files (i.e., DBMS system files) IAW paragraph 2-5, Section II, and paragraph 2-15, Section VI, AR 380-19, *Information Systems Security* (dtd 27 February 1998).

5.3.4.2.3 Performance Optimization. The PA shall ensure properly sized physical files underlying database objects per DBMS vendor specifications. The PA shall ensure optimization

of computer software and hardware utilization for command unique database structures and programs. The PA shall perform routine physical structure analysis, transaction analysis, and on-line log analysis in an effort to pinpoint problem areas, optimize response time, and resize and optimize database structures due to growth trends.

5.3.4.2.4 Space and Space Performance Optimization. The PA shall monitor and take necessary action to ensure that physical database page or table structure does not become inefficient per DBMS vendor specifications.

5.3.4.2.5 DBMS and Database Backups. The PA shall backup databases and Government Furnished Software DBMSs each workday. The PA shall ensure backups complete successfully 100 percent of the time. The PA shall rerun any failed jobs within 1 workday. The PA shall retain backup data IAW Table C-5-6 unless otherwise directed by the KO or authorized Government personnel.

Table C-5-6: Database Backups

DBMS	Number of Databases	Type of Backup	Retention
Oracle	13	Workdays + Saturday	1 calendar days
Oracle	13	Workdays + Saturday	5 calendar days
Oracle	4	Workdays + Saturday	5 calendar days
Microsoft Access	(See PC-LAN System Support Services)		
Info	(See Tier II System Support Services)		
Informix	(See Tier II System Support Services)		

5.3.4.3 Database Work Orders.

5.3.4.3.1 Remedial Maintenance. The PA shall ensure DBMS maintenance and sustainment work orders (customer or PA initiated) are documented in the work order system. In accordance with work order priorities defined in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 through 2 within 1 workday of dispatch, and Priority 3 through 5 within 4 workdays of dispatch.

5.3.4.3.2 DBMS and Database Problem Resolution. The PA shall troubleshoot and resolve DBMS and database production problems. This may require contact with vendors, computer system service providers, SECs, and the Government. The PA shall complete work

orders based on the following priority time frames: Priority 1 within 1 work hour of dispatch, Priority 2 through 3 within 2 work hours of dispatch, and Priority 4 through 5 within 3 work hours of dispatch.

5.3.4.3.3 Database and DBMS Restores and Recoveries. The PA shall restore or recover files IAW DBMS specific backup capabilities including data and system files (dictionary and control files for example). The PA shall recover files to within 1 workday prior to data corruption or customer-specified point-in-time. The PA shall complete work orders based on the following priority time frames: Priority 1 within 3 work hours of dispatch, Priority 2 through 3 within 1 workday of dispatch, and Priority 4 through 5 within 1 workweek of dispatch.

5.3.4.3.4 DBMS Consultation Services. The PA shall ensure DBMS consultation services are documented in the work order system and shall be completed IAW the work order priorities defined in Section C-2. The PA shall complete work orders based on the following priority time frames: Priority 1 through 2 within 4 work hours of dispatch and Priority 3 through 5 within 1 workday of dispatch. The PA shall provide customers consultation services, potentially including on-site meetings, as requested. Consultation services include providing necessary on-site training to enable customers to effectively employ DBMS-related tools.

5.3.5 Customized Software Development and Maintenance. The PA shall develop new AISs, and shall modify and maintain these and the existing AISs listed at TE-8, Attachment G. The PA shall serve as the POC for systems fielded by DOD SECs, including local unique interfaces (“bridges”) with these systems. The PA shall coordinate the installation and maintenance of SEC software releases, process systems change requests, requests for publications, and prototype new releases. The PA shall provide a written progress report to the KO or authorized Government personnel on the third workday of each month. The progress report shall summarize all open work orders, work orders closed during the reporting period, estimated completion date, actual completion date, a brief overall summary of the current status of the project(s), and potential problem areas. The PA shall negotiate all AIS milestone dates with the customer. In the event an agreement cannot be reached, the PA shall submit a request to the KO or authorized Government personnel for facilitation. The request shall detail the PA position and provide supporting rationale.

5.3.5.1 Application Software Development. The PA shall conduct requirements analysis, design, modify or develop, and implement AISs, to include logical/physical database designs, IAW established installation software development standards listed in TE-8, Attachment H, and IAW DOD *Web Site Administration Policies and Procedures* (dtd 25 November 1998), where applicable. Successful completion includes associated documentation and user training as necessary. The work order priorities defined in Section C-2 do not apply to the Application Software Development Section of Customized Software Development Service.

5.3.5.1.1 Requirements Analysis and Design. Based on the dispatch of a work order requesting new applications or modifications to existing application functionality, the PA shall conduct requirements analysis and perform software design in coordination with the customer(s).

The PA shall be available for on-site analysis and shall use all new and effective analysis, design, and development tools and techniques (e.g. Joint Application Development , Rapid Application Development, prototyping) where appropriate. The PA shall develop a requirements definition to include scope of work, AIS access and security requirements, customer involvement in development process, estimated completion date, work order number, customer, and open date of the work order. The initial requirements definition shall be provided to the customer(s) within 5 workdays of the dispatch of the work order. Prior to proceeding, the PA shall have a customer signed requirements definition. The PA shall develop proposed software design IAW customer approved requirements definition. Software design includes software architecture, data storage method, and data flow. In those instances where customer requirements dictate using other than AIS standards, the PA shall submit a waiver with a justification to the KO or authorized Government personnel for approval prior to completion of design phase.

5.3.5.1.2 Application Development. The PA shall develop the application software IAW previous agreements (e.g., customer requirements, design, customer involvement). The PA shall develop the application software and physical data structures, and ensure practicality and optimal performance per DBMS vendor specifications. The PA shall create and maintain database objects; i.e., schemas, tables, segments, and areas. The PA shall properly size the physical files underlying database objects per DBMS vendor specifications. All new local unique databases shall be in third normal form with rare instances of second normal form.

5.3.5.1.3 Documentation. The PA shall create or update documentation IAW IEEE/EIA 12207 and TE-8, Attachment H, throughout all phases of an AIS, new design, modification, and maintenance. The minimum documentation requirement is a Computer Operation Manual (OM) for Tier I AISs. The PA shall document each database. Database documentation shall include graphic representation of physical database objects and their interrelationships to include Entity Relationship Diagrams (ERD). The PA shall distribute as appropriate, and assist and advise customers in the development of user documentation. Upon customer request, the PA shall make the documentation available to the customer within 1 workday of the request.

5.3.5.1.4 User Training and Software Migration. Software shall include customer approved requirements and the final product shall pass customer acceptance testing. The PA shall provide or coordinate any necessary on-site user training on the use of newly developed or modified application software prior to AIS migration to production. The PA shall provide a smooth migration of the software to the production environment including all coordination with the computer systems service provider and customer organizations. This migration shall be accomplished with no negative impacts to the production environment.

5.3.5.2 AIS Query and Report Writer Services. The PA shall provide query and report writer services for applications listed in TE-8, Attachment G, and databases identified in Table C-5-5. Services are defined as developing queries, modifying queries, deleting obsolete queries, and testing the suitability/functionality for on-line, off-line batch, or stored queries. The PA shall complete work orders based on the following priority time frames: Priority 1 through 2 within 2 work hours of dispatch, and Priority 3 through 5 within 8 work hours of dispatch. The

PA shall maintain a separate unique database to document the stored queries and documentation for audit purposes. The PA shall provide release management support for query and report writer tools and applications.

5.3.5.3 Software Maintenance and Sustainment. The PA shall provide software maintenance and sustainment IAW installation development standards (TE-8, Attachment H), and IAW DOD *Web Site Administration Policies and Procedures* (dtd 25 November 1998), where applicable.

5.3.5.3.1 AIS Availability. The PA shall ensure AISs are operational and available (on-line or batch) 100 percent between 0600-1800, Monday through Friday. The PA shall ensure databases are operational and available 98.5 percent between 1800-1600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays. The PA shall document downtime to include: date and time, total downtime, problem, corrective actions, and preventative recommendations. The PA shall provide this written report to the KO or authorized Government personnel on the third workday of each month.

5.3.5.3.2 AIS Work Orders. AIS maintenance and sustainment work orders (Government, customer, or PA initiated) shall be completed in accordance with work order priorities defined in Section C-2. The PA shall complete work orders based on the following priority time frames: Priority 1 through 4 within 1 workday of dispatch, and Priority 5 within 2 workdays of dispatch.

5.3.5.3.2.1 AIS Technical Support. Upon customer request, the PA shall complete miscellaneous technical support requests. The PA shall not provide miscellaneous technical support that changes the functionality of the AIS. Miscellaneous technical support includes file manipulation (e.g., correct customer data input errors, transfer data via File Transfer Protocol [FTP]), update report distribution requirements, and rerunning lost reports.

5.3.5.3.2.2 AIS Problem Resolution. The PA shall research and resolve AIS production problems. Resolution may require contact with vendors, computer system service provider, SECs, and Government.

5.3.5.3.2.3 Backups and Recovery. The PA shall perform backup and recovery procedures. The PA shall ensure periodic backups of applications, associated files, and data IAW AIS requirements. The PA shall monitor system execution and recover any lost or corrupt files.

5.3.5.3.2.4 Documentation. The PA shall update existing AIS documentation IAW IEEE/EIA 12207 and standards identified in TE-8, Attachment H. The PA shall distribute as appropriate. The PA shall assist and advise customers in the update of user documentation.

5.3.5.3.2.5 New Release Adaptation. The PA shall adapt the existing AISs to support patches and new releases (e.g., DBMS, operating systems, software development tools, Commercial Off-the-Shelf (COTS), DOD standard systems, local unique systems). This adaptation includes modifying impacted applications, updating documentation, testing,

prototyping, and implementation. The PA shall comply with guidance provided by the SEC and determine the impact on existing local unique interfaces (“bridges”) with these systems. The PA shall coordinate with customers, computer system service providers, and SECs as required to ensure a smooth migration and ensure that there are no negative impacts to existing AISs and local unique interfaces.

5.3.5.3.2.6 Customized Software Consultation. The PA shall provide customized software consultation services, including on-site meetings, if requested by the customer. Issues range from inquiries on existing AIS capabilities to “what if” scenarios to determine feasibility.

5.3.5.3.2.7 Customer Notification. The PA shall notify customers of all abnormal terminations of nightly batch jobs by 0900 on the following workday.

5.3.5.4 Standard System Liaison Services. The PA shall serve as the POC for standard systems fielded by DOD SECs including local unique interfaces (“bridges”) with these systems. The PA shall coordinate the installation and maintenance of SEC software releases, process systems change requests, requests for publications, and provide administrative support during the prototype. System liaison services shall be documented by the PA in the work order system.

5.3.5.4.1 Documentation Maintenance and Distribution. The PA shall incorporate changes to standard system documentation within 8 work hours of receipt. Upon customer request, the PA shall provide standard system documentation (e.g., user manuals, operator manuals) within 40 work hours from the time the request was issued. Upon receipt, the PA shall load documentation onto the CD-ROM jukebox and notify affected organizations. Documentation shall be loaded and customers notified within 20 work hours of receipt of CD.

5.3.5.4.2 Correspondence Services. Upon receipt of correspondence (e.g., Software Change Package Implementation Procedures, Software Change Package Information Bulletins) the PA shall coordinate with affected organizations to determine distribution requirements and distribute accordingly (e.g., fax, E-mail, CD) within 80 work hours from the time the correspondence was received. The PA shall forward customer Engineering Change Proposals – Software (ECP-S) (DA Form 5005-R) to the SEC for action within 1 work hour of receipt.

5.3.5.4.3 Beta Site Support Services. Upon SEC request, the PA shall function as the beta (prototype) site for a standard system release and provide the following liaison services. The PA shall perform correspondence services identified in Section 5.3.4+ 5.4.2. The PA shall develop and distribute status reports weekly on each outstanding DA Form 5005-R. The PA shall coordinate with prototype sites to develop an ‘accept’ or ‘reject’ position with supporting rationale for the prototype within 1 workweek of prototype ending date.

5.3.6 Compact Disk - Read Only Memory (CD-ROM) Production Services. The PA shall ensure CD-ROM creation and duplication requests are entered into the work order system. The priority time frames defined in Section C-2 do not apply to this service. Current subject matter for these requirements includes mainframe applications (including Commodity

Command Standard Systems [CCSS]), Joint Hazardous Classification System (JHCS), Commanders' Conferences, and symposiums. Upon dispatch of work order, the PA shall analyze the customer's requirements to determine feasibility. If not feasible, the PA shall provide the customer with alternatives within 3 workdays of dispatch of request. The PA shall dispose of CD-ROM(s) produced in error. The PA shall ensure that no data on CD-ROM(s) is readable prior to disposal.

5.3.6.1 CD-ROM Creation and Duplication. The PA shall create and duplicate CD-ROM(s). The PA shall create CD-ROM(s) from a variety of sources, which includes hard copy, which must be digitized prior to creation of CD, and electronic files pulled from computer systems. The PA shall complete work orders IAW customer requirements and shall provide an on-site drop off point for customer material. The PA shall ensure viewer configuration for use on CD-ROM(s), (e.g., Adobe Acrobat, Rptview and Microsoft Word). The PA shall ensure viewer functionality on CD-ROM(s) (e.g., Adobe Acrobat, Rptview, Control D for PC, and Microsoft Word). The PA shall create and duplicate CD-ROM(s) error free. Unless otherwise directed by the customer, the PA shall return to the customer any materials provided for duplication.

5.3.6.2 CD-ROM Disposition. The PA shall produce labels for created and duplicated CD-ROM jobs error free. The PA shall package and ship CD-ROM(s) IAW customer's written requirements. The PA shall package and ship CD-ROM(s) error free.

5.3.7 Desktop Automation Support. The PA shall provide support to approximately 1,300 desktop units. The PA shall provide full desktop automation support to respective customers. This is considered a mobile service that may require visits to customer sites on a daily basis. Desktop automation services include installing PC hardware and software configurations, installing upgrades and patches, troubleshooting, and problem resolution. The current standard software installed for desktop automation support is provided at Table C-5-7. The current software supported is provided at TE-8, Attachment I. Software lists are subject to change as updates or new technologies evolve.

5.3.7.1 Virus Protection. The PA shall ensure that virus protection to respective customers is current within 2 workdays of release from Government sources. The PA shall ensure virus protection is applied IAW paragraph 6-2.c(3), Chapter 6, AR 25-1, *The Army Information Resources Management Program* (dtd 15 February 2000). The KO or authorized Government personnel may require immediate application of virus updates to counter the discovery of new viruses or to respond to DOD and DA directives.

5.3.7.2 Reports. The PA shall prepare a software utilization report, to include customer office symbol and software licenses used (by product), to the KO or authorized Government personnel by the first workday of each fiscal quarter. The PA shall prepare and provide the KO or authorized Government personnel a desktop density report, to include number of desktop units per customer organization, by the first workday of each fiscal quarter. The PA shall ensure that

the installation and configuration actions do not result in exceeding the number of copies or other limitations specified by licensing agreements.

5.3.7.3 Customer Installation, Configuration, and Maintenance. The PA shall install and configure new hardware and software. The PA shall install changes and upgrades to software, hardware, and peripherals. The PA shall maintain hardware and peripherals to operate within manufacturer's specifications. The PA shall ensure equipment and software are operable within the existing network environment. The PA shall maintain a current secure library of all installed standard and nonstandard software within 1 day of installation. The PA shall ensure that the installation and configuration comply with licensing agreements.

Table C-5-7: Standard Installed Software

Title	Description of Software
Adobe Acrobat Reader	Reader for Portable Document File (PDF)
CBT	Computer Based Training
Cisco IPTV Viewer (Internet Protocol Television)	Viewer for IP based video
PERSACTS (Personnel Actions)	Civilian Personnel Management
DA PAM 25-30	CD based DA Pamphlet
DOD Business Systems	Defense Property Accountability System (DPAS)
E-Forms	Forms Printing
FACS (Facilities Assignment & Control System)	TN6530 terminal emulation
FEDLOG (Federal Logistics Record)	CD Application
FTP Voyager	File Transfer Protocol (FTP) software
IHS Products	Information Handling Systems suite of CD based products
JetForm FormFlow	Forms filling
Local Applications	Corporate Estimating, JOPCN (Job Order Product Control Number), Master Scheduling, NMR (Nonconforming Material Reporting)
Microsoft Internet Explorer	Web browser
Microsoft NetMeeting	Online meeting tool
Microsoft Office	Microsoft Office Suite
Microsoft Outlook	E-mail/Calendar/Task Manager
Microsoft Reference	Bookshelf
Microsoft Windows	Operating System
Netscape Navigator	Web Browser
NETTERM (Network Virtual Terminal)	Telnet and terminal emulation software

Norton AntiVirus	AntiVirus Software
Novell	Novell client tools and login
Novell Client32	Novell Client for Windows
QWS3270 Plus	TN3270 Emulation Software
RealPlayer G2	Software Enabling Multi-Media File Playback
US Army Electronic Publications	CD based publications

5.3.7.4 Desktop Automation Work Order Requests.

5.3.7.4.1 The PA shall ensure requests for installation, configuration, and maintenance are entered into the work order system. In accordance with work order priorities defined in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 3 within 4 work hours of dispatch, Priority 4 within 2 workdays of dispatch, and Priority 5 within 3 workdays of dispatch. Work order Priority 1 through 2 does not apply to installation, configuration, and maintenance work orders.

5.3.7.4.2 The PA shall ensure requests for desktop assistance and troubleshooting are entered into the work order system. In accordance with work order priorities defined in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 within 2 work hours of dispatch, Priority 2 within 3 work hours of dispatch, Priority 3 within 4 work hours of dispatch, Priority 4 within 1 workday of dispatch, and Priority 5 within 3 workdays of dispatch.

5.3.8 Mainframe Systems Administration Support. The PA shall have successfully completed Access Control Facility 2 (ACF2) training. The PA is responsible for documenting all Mainframe Systems Administration Support workload in the work order system. Work order priorities defined in Section C-2 do not apply to this service.

5.3.8.1 Issue and Unlock User-ids and Passwords. The PA shall verify the requirement for user-id and password before issuance. The PA shall unlock user-ids and passwords only after verifying that the requester has authority to request the action. Authority for a user-id and password will be provided in writing by the approving official for the organization, typically at the director level.

5.3.8.1.1 The PA shall respond to customer requirements for user-ids and passwords for mainframe and TSACS accounts within 1 workday of dispatch of request during normal business hours. The PA shall coordinate with the appropriate security offices for mainframe and TSACS accounts. For emergency assistance required during non-duty hours, the PA shall respond to customer request within 2 clock hours of dispatch of the request. The PA shall provide support within 15 clock minutes of notification for situations identified as mission critical or work stoppage during normal business hours. The PA shall issue user-ids and passwords within 1 workday of dispatch of the request.

5.3.8.1.2 The PA shall maintain a repository of user-ids and passwords for mainframe and TSACS accounts. The PA shall issue no more than one user-id and password for each user on a system with only rare occurrences of justifiable exceptions. An example would be the temporary need for two user-ids during a system conversion.

5.3.8.2 Access Control Facility 2 (ACF2) Rules. The PA shall contact dataset owner within 1 work hour of dispatch of a request for access. The PA shall obtain permission from the dataset owner prior to writing or modifying and implementing an ACF2 rule. The PA shall establish and maintain ACF2 rules for all mainframe users within 1 hour of approval from dataset owner. The PA shall ensure successful ACF2 rule implementation no less than 99 percent of the time.

5.3.8.3 Resolve Access Problems. The PA shall initiate action to resolve customer access problems within 1 work hour of notification. Records of access problems and incidents shall be maintained by fiscal year for the life of the contract.

5.3.9 Electronic Mail (E-mail) Services. E-mail service encompasses the distribution of E-mail messages, administration and maintenance of E-mail accounts for both local and remote users, maintenance of support computers such as servers, testing of new hardware and software for new capabilities, as well as customer support issues. The PA shall adhere to paragraphs 2-14 and 2-16, AR 380-19, *Information Systems Security* (dtd 27 February 1998), and paragraph 2-200 and Appendix K, AR 380-67, *Personnel Security Program* (dtd 9 September 1988).

5.3.9.1 E-mail Distribution Availability. The PA shall ensure the E-mail system is operational and available for customers' use 100 percent of the time between 0600-1800 Monday through Friday. The PA shall ensure E-mail system availability for customers' use 98.5 percent of the time between 1800-0600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays. Messages sent from installation customers shall be delivered to other installation customers within 10 minutes.

5.3.9.1.1 Downtime Documentation. The PA shall document downtime to include date and time, total downtime, problem, corrective actions, and preventative recommendations. The PA shall provide this report to the KO or authorized Government personnel by the third workday of each month or upon a specific request.

5.3.9.1.2 Downtime Customer Notification. The PA shall notify E-mail customers, via E-mail, 1 week prior to any scheduled downtime. For unscheduled downtime, if the system is operable, the PA shall notify customers who may be affected by the downtime at least 15 minutes prior to taking the system down. The PA shall coordinate the time with the KO or authorized Government personnel and notify affected organizations (specific points of contact that will be provided by the Government) when there is downtime needed to perform an

emergency reset, or within 30 minutes after a down system is discovered. The PA shall provide an estimate of the time the system will be unavailable.

5.3.9.2 Preventative E-mail System Maintenance.

5.3.9.2.1 E-mail System Maintenance. The PA shall perform routine preventative maintenance on the E-mail servers and other E-mail related hardware, and provide a written evaluation report on the third workday of each month. Upon request by the KO or authorized Government personnel, the PA shall modify the report to reflect additional information that may be required or provide additional reports. Maintenance is required to ensure efficient operations of the server and to assist in identifying the need for replacement or upgrades of servers or parts.

5.3.9.2.2 E-mail Server Optimization. The PA shall maintain the amount of free space on the servers sufficient to allow successful post office disk file maintenance and backup. If server free space becomes insufficient, the PA shall provide written notification to the KO or authorized Government personnel of the situation within 1 workday of occurrence. This notification shall include a recommended course of action (e.g., buying new hardware, moving users) to correct the situation.

5.3.9.2.3 E-mail Server Backups. The PA shall install and maintain backup software, and ensure that E-mail server backups to tape are accomplished once a day, Monday through Friday. The PA shall retain backup data IAW Table C-5-8.

Table C-5-8: E-mail Server Backup Retention Periods

Backup Type	Retention Period
Daily	2 Weeks
Weekly	4 Weeks
Monthly	3 Months
Quarterly	1 Year
Yearly	3 Years

5.3.9.2.4 E-mail System Monitoring. The PA shall monitor all E-mail servers daily to identify and resolve all potential problem areas, including questionable E-mail abuse activity. Monitoring shall include auditing the event log and Postmaster mailbox. Upon identification of problems that are outside the control of the PA (questionable activity, for example), the PA shall submit a report to the KO or authorized Government personnel within 1 workday of identification.

5.3.9.3 E-mail Work Orders. All E-mail service requests shall be entered into the work order system. The PA shall complete work orders within 2 work hours of dispatch of the request for work orders Priority 1 through 3, and within 8 work hours of dispatch of the request for work

orders Priority 4 through 5 unless otherwise noted. Rework work orders shall be accomplished within 2 work hours of dispatch of the request. The PA shall provide troubleshooting and problem resolution for all E-mail services. Work requests may be proactively uncovered by the PA or received as a work order from the Help Desk.

5.3.9.3.1 Establishment of E-mail Accounts. Upon dispatch of a work order, the PA shall establish new E-mail accounts (to include establishing the initial passwords and other configurations) for individuals requiring access to the E-mail system. The PA shall create the account and notify the customer. All accounts shall be established with 100 percent accuracy.

5.3.9.3.2 Maintenance of E-mail Accounts. Upon dispatch of a work order, the PA shall move, change, rename, or delete E-mail accounts. The PA shall move an individual's E-mail account (e.g., move from one server to another) and update the individual's server information to ensure data accurately reflects the new information. The PA shall change any incorrect E-mail account information. All moves, changes, renames, and deletions shall be accomplished with 100 percent accuracy.

5.3.9.3.3 E-mail System Problem Resolution. Upon dispatch of a work order, the PA shall troubleshoot and resolve all E-mail hardware and software problems. This may require contact with vendors or manufacturers if PA is unable to resolve the problem. The PA shall provide the KO or authorized Government personnel a written request for any additional maintenance materials (e.g., disks, tapes, power supplies).

5.3.9.3.3.1 Mailbox and Database Restores. Upon dispatch of a work order, the PA shall restore E-mail mailboxes to ensure the customer's data is restored IAW customer requirements. The PA shall accomplish the mailbox restore within 12 work hours of the dispatch of the work order request. If the customer's data cannot be restored, the PA shall negotiate and follow-through with alternative solutions with the customer (e.g., 2 workdays prior to data corruption).

5.3.9.3.3.2 Public Folder Maintenance. Upon dispatch of a work order, the PA shall create, update, and delete public folders, including permissions and other configuration settings.

5.3.9.3.3.3 Global Address List Maintenance. Upon dispatch of a work order, the PA shall update information in the Global Address List. This information shall include name, mail identification, office symbol, phone number, and building.

5.3.9.3.3.4 Public Distribution List Maintenance. Upon dispatch of a work order, the PA shall create, maintain, and delete public distribution lists within the E-mail system.

5.3.9.4 E-mail Facsimile (FAX) Transmission Capability. The PA shall provide customers the capability to send and receive FAXs via E-mail. This capability shall be available 24 hours a day, 365 days a year. The PA shall audit and document the amount of FAX capability downtime and the frequency of such downtime. The PA shall provide a written report to the KO

or authorized Government personnel by the third workday of each month on the amounts of scheduled and unscheduled downtime.

5.3.9.5 Maintain List Server. The PA shall maintain a list server that provides the customers the capability to subscribe and unsubscribe to specific mailing lists moderated by various functional proponents. The list server shall provide the capability to strip E-mail user-id from sent messages to allow users to send anonymous questions and comments to specific mail user-ids or public folders. These capabilities shall be available 100 percent between 0600 and 1800, Monday through Friday, and 98.5 percent between 1800 and 0600, Monday through Friday, and 24 hours a day on Saturdays, Sundays, and holidays.

5.3.9.5.1 List Server Administration. The PA shall create, maintain, and delete mailing lists as requested by customers. Mailing list maintenance involves naming the list and establishing the list moderator. It does not involve adding and removing users to the list except cases where a mail identification has been deleted and the user has not unsubscribed from the list.

5.3.9.5.2 Mailing List Performance. The list server shall be capable of distributing to lists of up to 800 E-mail user-ids within 4 clock hours.

5.3.9.6 E-mail Address Information Exchange. The PA shall exchange E-mail address information with TACOM-Warren, Armaments Research, Development and Engineering Center (ARDEC), Anniston, and other Government activities on a weekly basis. By the third workday of each month, the information shall be updated in American Standard Code for Information Interchange (ASCII) delimited format and include user-id, E-mail address, phone number, and office symbol. The PA shall import the information into the E-mail system to allow users access to imported addresses.

5.3.10 Tier II System Services. The PA shall provide management, systems administration, operations, and maintenance services for all installation Tier II systems identified at TE-8, Attachment J. The PA shall adhere to Chapters 1-5, of AR 380-19, *Information Systems Security* (dtd 27 February 1998). The PA shall ensure that each Tier II system is operational and available for customers' use 100 percent of the time between 0600-1800, Monday through Friday. The PA shall ensure that each Tier II system is operational and available for customers' use 98.5 percent of the time between 1800 and 0600 Monday through Friday and 24 hours a day on Saturdays, Sundays, and holidays.

5.3.10.1 Systems Software and Hardware Maintenance Support. The PA shall perform services to include install and configure systems; monitor systems for peak efficiency; manage space; perform release management; install and configure operating systems, databases, and application software on equipment specified in TE-3, Government Furnished Equipment.

5.3.10.1.1 The PA shall notify affected Tier II customers, using E-mail, no later than 1 workweek prior to scheduled downtime. For unscheduled downtime, if the system is operable,

the PA shall notify customers who may be affected by the downtime at least 15 minutes prior to taking the system down. When downtime is expected to last more than 2 hours, the PA shall notify all affected organizations (specific points of contact that will be provided by the Government). The PA shall also provide customers with an estimate of time the system will be unavailable.

5.3.10.1.2 The PA shall monitor resource utilization thresholds, determine optimal performance levels, and provide to the KO or authorized Government personnel a server performance evaluation report on a monthly basis. The PA shall also include in this report the amount of connect time, by customer organization, to the nearest tenth of an hour, for each Tier II system for the month. Upon request by the KO or authorized Government personnel, the PA shall modify the report to reflect additional information that may be required or provide additional reports. The PA shall provide daily user management that includes changing, deleting, or moving users; managing directories, space, or data; and modifying access rights.

5.3.10.1.3 Space Management. The PA shall monitor and manage space on disks. The PA shall ensure that on average 20% free space exists on each disk. At no time shall system space available for allocation fall below 20%.

5.3.10.2 Tier II Work Order Requests. Customer requests for Tier II services shall be entered into the work order system. In accordance with work order priorities defined in Section C-2, the PA shall complete work orders based on the following priority time frames unless otherwise noted in the subparagraphs below: Priority 1 within 1 work hour of dispatch, Priority 2 within 2 work hours of dispatch, Priority 3 within 4 work hours of dispatch, and Priority 4 through 5 within 1 workday of dispatch. The PA shall adhere to paragraphs 2-14 and 2-16, Chapter 2, of AR 380-19, *Information Systems Security* (dtd 27 February 1998), and paragraph 2-200 and Appendix K of AR 380-67, *Personnel Security Program* (dtd 9 September 1988).

5.3.10.2.1 Troubleshooting Tier II Systems Hardware and Software. Upon dispatch of a work order request, the PA shall provide troubleshooting and problem resolution IAW with the priority time frames specified in 5.3.10.2. In the event of a system failure, the PA shall notify the KO or authorized Government personnel within 1 work hour of failure.

5.3.10.2.2 Technical Assistance. Upon dispatch of work order request, the PA shall provide technical advice for current, future, or planned systems. The PA shall provide technical assistance to customer requests within 2 workdays of dispatch of request.

5.3.10.2.3 Tier II Systems User-ids and Passwords. The PA shall ensure Tier II systems user-id and password requests are entered into the work order system. The PA shall create Tier II systems user-ids and generate passwords within time frames established by the customer on the work order. The PA shall create user-ids with 100 percent accuracy.

5.3.10.3 Backup and Recovery Services. The PA shall perform daily incremental backups, weekly full backups, and quarterly backups of Tier II systems. The PA shall ensure

backups complete successfully 100 percent of the time. The PA shall ensure backups are scheduled to run outside of normal business hours. The PA shall rerun any failed jobs within one workday. The PA shall retain backed-up data IAW Table C-5-9.

Table C-5-9: Backup Retention Periods

Backup Type	Retention Period
Daily	2 weeks
Weekly	6 weeks
Quarterly	12 months

In the event of a system disk volume failure, the PA shall respond within 15 minutes. The PA shall notify the KO or authorized Government personnel within 1 work hour of the failure. The PA shall begin restoration of data immediately after hardware device has been replaced or repaired. Restoration shall continue until the disk restore is complete and is accessible to all users no later than the beginning of the next workday. The PA shall ensure a work order document for each system restore.

5.3.10.3.1 Back-up and Recovery Work Order Requests.

5.3.10.3.1.1 Upon dispatch of a back-up work order request, the PA shall create, modify, or cancel customer backup jobs according to customer specifications. Jobs shall successfully complete writing specified data to specified media.

5.3.10.3.1.2 Upon dispatch of recovery work orders requests, the PA shall restore file(s) from the most recent backup available, unless otherwise specified by customer, within the following time frames: Priorities 1 through 3 within 2 work hours of dispatch, and Priorities 4 through 5 within 2 workdays of dispatch.

5.4 Visual Information (VI) Services. This service does NOT include photography, media loan library, audio recording, preview and review of ½” VHS and ¾” U-matic tape, graphic arts, public address system, video and production equipment, video production, video duplication, closed circuit television, satellite broadcasts, or video teleconferencing using the Video Enhanced Network Users System (VENUS).

5.4.1 Baylor Conference Center Complex. The PA shall provide administration, maintenance, and operation of the Baylor Conference Center Complex that includes Baylor, Jordan, Schull, Whittemore and Buffington conference rooms, as well as the Flagler suite. The PA shall use the designated crib(s) to store conference room equipment (e.g., tables, chairs, easels, etc.) when not in use. The Baylor Conference Center Complex conference rooms, Flagler suite, and storage crib(s) are located on the 3rd floor, buildings 103 and 104.

5.4.1.1 Administration of Baylor Conference Center Complex. The PA shall record work order requests for conference room services in the work order system. The PA shall schedule the Baylor Conference Center Complex conference rooms IAW customer's requirements. The PA shall complete work orders within time frames established by the customer.

5.4.1.1.1 The PA shall provide the customer with an E-mail confirmation message that includes confirmation of scheduled conference room(s) with date and time of scheduled session, PA POC for problem resolution, and identification of customer responsibilities. The PA shall provide the customer with an E-mail confirmation within 4 work hours of issuance dispatch of a request.

5.4.1.1.2 The PA shall maintain a schedule of the Baylor, Jordan, Schull, Whittemore, and Buffington conference rooms on the RIA web site for public view. The PA shall update the conference room schedule(s) on the RIA web site for each new, modified, or canceled conference room(s) reservation within 30 minutes of dispatch of the customer's request. The update for the web site requires customer's office symbol, room(s) being reserved, and date and time of reservation. Updates to the web site shall be error free.

5.4.1.1.3 The PA shall ensure that software, equipment, and necessary components required by the customer have been turned on and are fully operational immediately prior to the start of each scheduled conference room session.

5.4.1.1.4 The PA shall ensure appropriate Baylor Conference Center Complex room doors are open prior to scheduled sessions. The PA shall send a technician proficient in the use of the Baylor Conference Center Complex equipment (e.g., lighting, projectors, operation of microphones) and software to each scheduled conference room 15 minutes prior to session to assist customer. The PA shall provide the customer with a POC and phone number if troubleshooting is required during the session.

5.4.1.1.5 When the Baylor Conference Center Complex is scheduled, the PA shall close software, and turn off equipment, and ensure that the Complex doors are locked at the end of each day.

5.4.1.1.6 The PA shall ensure that conference center rooms are clean and orderly.

5.4.1.2 Maintenance of Baylor Conference Center Complex. The PA shall maintain Baylor Conference Center Complex software listed at TE-6 and hardware listed at TE-3.

5.4.1.2.1 Troubleshooting Conference Rooms When in Use. The PA shall troubleshoot problems occurring during conference room(s) usage within 5 minutes of dispatch for assistance. Troubleshooting includes identifying, tracing, or isolating a problem with a room system or a peripheral device connected to a room system.

5.4.1.2.1.1 The PA shall make any modifications, corrections, or establish a work-around that can be implemented to bring the system back on-line so the current conference can continue within 10 minutes. If the problem is equipment or system failure that cannot be resolved, the PA shall speak with the customer and establish an alternative plan within 30 minutes of dispatch of the troubleshooting request. Examples of alternative plans include finding another room, using the overhead projector instead of slide show, providing hard copies of briefing, or canceling meeting and rescheduling, etc. The PA shall receive customer approval of the alternative plan. The PA shall notify the KO or authorized Government personnel with details of the specific problem, and customer approved alternative plan within 2 work hours of dispatch of troubleshooting request.

5.4.1.2.1.2 The PA shall contact the vendor responsible for performing necessary repairs within 2 work hours of dispatch of troubleshooting request and work with the vendor to problem resolution. The PA shall repair or replace defective equipment within 1 workday of dispatch of troubleshooting request. The PA shall contact customers scheduled to use equipment and software in conference room experiencing equipment or software failure and provide status of equipment and scheduled repair. The PA shall assist the customer with an alternative plan.

5.4.1.2.1.3 The PA shall document each problem, corrective actions taken, and time spent. The PA shall provide this documentation to the KO or authorized Government personnel within 1 workday of problem resolution.

5.4.1.3 Operations of the Baylor Conference Center Complex. The PA shall provide operational and technical support for software and equipment located in the Baylor Conference Center Complex. If work order specifies, the PA shall provide a technician proficient in operating the equipment and software used in the Baylor Conference Center Complex for each scheduled session. The PA shall provide an on-site technical support person who is qualified to troubleshoot problems during a scheduled session. The PA shall troubleshoot problems as defined in Sections 5.4.1.2.1.1 through 5.4.1.2.1.3.

5.4.2 Multimedia Services. The PA shall provide scheduling and operations for multi-point video conferencing sessions. The PA shall provide professional consultation services for multimedia to include analysis, design, and implementation, including on-site meetings if requested by the customer. The PA shall provide customer training on multimedia services and conference room capabilities to include equipment such as video and data projectors, computer systems, overhead projectors, Liquid Crystal Display (LCD) room control systems, and video conferencing equipment. The PA shall provide technical support for multimedia services.

5.4.2.1 Multi-Point Conferencing Bridge Services. The PA shall provide administration, maintenance, and operation of the Conference Room Control System (CRCS) and Multi-Point Control Unit (MCU). The PA shall have Lucent Technologies MCU Customer Training and be proficient in the operation of MCU and CRCS hardware and software provided at TE-8, Attachment K. The PA shall ensure that CRCS and MCU are operational 100 percent 0600-1630, Monday through Friday, or upon customer request. For each reservation, the PA

shall ensure each site requested has reached connectivity, and that each site has proper sound and video quality.

5.4.2.1.1 Scheduling Multi-Point Conferences.

5.4.2.1.1.1 The PA shall record multi-point reservation service requests into the work order system. The PA shall complete work orders within the time frames established by the customer. The PA shall schedule conferences at the highest bandwidth possible.

5.4.2.1.1.2 The PA shall schedule multi-point or point-to-point videoconferences on the CRCS and MCU within 30 minutes of dispatch of customer request. After scheduling the conference, the PA shall provide a confirmation sheet generated from the CRCS to the customer within 10 minutes of dispatch of customer request.

5.4.2.1.1.3 The PA shall maintain a current list of video numbers on post, as well as customer name, video point-to-point off post, customer voice phone number, customer E-mail address, location of equipment, and customer office symbol. The PA shall provide this list to equipment POCs and the KO or authorized Government personnel after each action. The PA shall publish the file on RIA web page and Microsoft Outlook folders.

5.4.2.1.1.4 Using CRCS, the PA shall generate written monthly usage reports contained within the system and provide to the KO or authorized Government personnel. The PA shall maintain a file of CRCS monthly usage reports by fiscal year for the life of the contract.

5.4.2.2 Training Customer on Use of Conference Rooms and Video Conferencing Equipment. Upon dispatch of a customer request, the PA shall provide customer training on multimedia hardware and software. The PA shall conduct training sessions within 3 workweeks of dispatch of customer request. Upon completion of training session, the PA shall provide each participant with a Government approved training survey. The survey shall be developed using a numbering scale of 1 being worst, to 5 being best. The PA shall collect the completed surveys and forward them to the KO or authorized Government personnel within 3 workdays of training session.

5.4.2.2.1 The PA shall prepare and provide customized training materials to meet customer's requirements. The training material shall include basic operating instructions for the customer's equipment. For video conferencing equipment, an up-to-date listing of video numbers used on this installation, PA POCs for scheduling multi-point calls, a sample of a multi-point reservation sheet, and procedures for reporting problems shall also be included.

5.4.2.2.2 The PA shall conduct on-site training at the customer's work site for groups of five or less. The PA shall conduct training of groups of six or larger in a conference room, if possible, within the building where the customer resides, with same make and model multimedia equipment unless otherwise negotiated with customer. Each training session shall include a copy of the training material for each participant and a question and answer period. For video

conferencing, the training shall also include a point-to-point video conference call, and a question and answer period. The PA shall ensure equipment is set-up and operational prior to training. Training sessions shall be scheduled for a minimum of 1 work hour, unless customer requests a shorter session.

5.4.2.3 Technical Support for Conference Rooms and Video Conferencing Services.

Upon customer request, the PA shall provide technical support for multimedia services for conference rooms identified in Table C-5-10. Customer requests shall be documented in the work order system.

Table C-5-10: Conference Rooms

Title	Building	Floor
Commanding General's Conference Room	390	1st
Command General's Executive Conference Room	390	1st
OSC Conference Center	350	6th
Burbules Conference Room	350	6th
Larsen Conference Room	350	4th
Monroe Learning Center	350	3rd
TAG Conference Room	390	3rd
RIA Commander's Conference Room	390	1st

5.4.2.3.1 The PA shall ensure all technical support work order requests ~~and~~ are entered into the work order system. In accordance with work order priorities defined in Section C-2, the PA shall complete work orders based on the following priority time frames: Priority 1 through 3 within 15 minutes of dispatch of the work request. Priority 4 and 5 do not apply to this service.

5.4.2.3.2 When installation conference rooms are in use, the PA shall respond within 15 minutes of dispatch of request for technical support assistance. Response includes identifying, tracing, or isolating a problem with hardware and software located within the conference room being used.

5.4.2.3.2.1 If a hardware or software problem is encountered, the PA shall make any modifications, corrections, or establish a work-around that can be implemented to bring the system back on-line so the current session can continue within 30 minutes of the technical support request. If the problem is equipment or system failure that cannot be resolved, the PA shall speak with the customer immediately about the problem.

5.4.2.3.2.2 The PA shall notify the room administrator with details of the specific problems within 1 work hour of dispatch of the technical support request. The PA shall provide to the room administrator and the KO or authorized Government personnel documentation describing

specific problem and corrective actions taken within 1 workday of dispatch of technical support request. (Covered in 5.4.2.3.1)

5.4.3 Electronic Imaging and Scanning. The PA shall ensure electronic imaging and scanning work order requests are entered into the work order system. The PA shall complete work orders within time frames established by customer. The PA shall provide vector and raster conversion services from a variety of sources, which includes hard copies (onion skins, originals, copies, vellums, bound and unbound books, newspapers, etc.), utilizing various formats, and electronic documents. Documents are often of irregular size and quality ranges from very poor for hard copy documents to very good for electronic documents. Upon request from the customer, the PA shall perform document preparation work which includes removal of staples, paper clips, etc., and subsequent reassembly upon completion of scanning.

5.4.3.1 Conversion Services.

5.4.3.1.1 Vector Conversion Services. The PA shall perform vector conversion services IAW MIL-STD-2407, *Interface Standards for Vector Product Format* (dtd 28 June 1996). The PA shall conduct quality assurance on each vector conversion service performed IAW Section 4, MIL-PRF-0089049, *Performance Specification General Specification for Vector Product Format (VPF) Products* (dtd 24 November 1998). Vector conversion services shall be completed IAW the customer's requirements. The PA shall provide an on-site drop off point for customers and, unless otherwise directed by the customer, shall return to the customer any materials provided for conversion.

5.4.3.1.2 Raster Conversion Services. The PA shall perform raster conversion IAW Section 6, MIL-PRF-28002C, *Performance Specification Requirements for Raster Graphics Representation in Binary Format* (dtd 30 September 1997). The PA shall conduct quality control on each raster conversion service IAW Section 4, MIL-PRF-28002C, *Performance Specification Requirements for Raster Graphics Representation in Binary Format* (dtd 30 September 97). Raster conversion services shall be completed IAW the customer's requirements. The PA shall provide an on-site drop off point for customers and, unless otherwise directed by the customer, shall return to the customer any materials provided for conversion.

5.5 Printing and Publications. The work order priorities defined in Section C-2 do not apply to Printing and Publications.

5.5.1 Forms Management. The PA shall manage and direct the Forms Program using procedures and guidance contained in DA Pamphlet 25-31, *Forms Management Analysis and Design* (dtd 31 July 1995); Headquarters DA Policy Letter 25-98-1, *Less Paper Policy for Departmental Forms and Administrative Publications* (dtd 1 December 1998); and Chapter 3, AR 25-30, *The Army Publishing and Printing Program* (dtd 21 June 1999). The PA shall provide maintenance and disposition of electronic and hardcopy forms files IAW with AR 25-400-2, *The Modern Army Recordkeeping System (MARKS)* (dtd 26 February 1993).

5.5.1.1 Maintain Form Repositories. The PA shall maintain an electronic repository of current forms. The PA shall ensure that current forms are essential. The PA shall maintain an automated register of current and obsolete forms. Historical information shall be included in the forms register. Historical information includes form number, title, description, justification, specifications, and routing information.

5.5.1.2 Establish Forms. The PA shall ensure work orders requesting to obsolete an existing form, establish a new form, or revise a form are entered into the work order system. The PA shall analyze new and revised forms submitted for approval to ensure each request is fully justified. The PA shall respond to each customer request within 4 work hours of dispatch. The PA shall provide guidance for customer organizations as requested by customer or as dictated by change.

5.5.1.2.1 Form Compliance. The PA shall ensure local forms are numbered consecutively using the Series Numbers and Titles of Administrative Publications found in Table 2-4, AR 25-30, *The Army Publishing and Printing Program* (dtd 21 June 1999). The PA shall ensure the RIA Legal Office has authorized privacy act statements for forms used to collect personal data.

5.5.1.2.2 Digitize Forms. Based on customer request, the PA shall either automate or scan new or revised forms. The PA shall follow guidance in paragraph 3.15, Chapter 3, AR 25-30, *The Army Publishing and Printing Program* (dtd 21 June 1999) and Chapter 3, Section II, DA Pamphlet 25-31, *Forms Management Analysis and Design* (dtd 31 July 1995) in developing and designing electronic forms. The PA shall design electronic forms and ensure that local forms have a prescribing publication for every form used by two or more elements of an installation or activity. The PA shall use the DOD standard JetForm FormFlow, Version 2.1 or higher (identified in TE-6, Government Furnished Software), to design electronic forms. The PA shall design forms in JetForm FormFlow within 20 workdays of dispatch of customer request, or the negotiated time agreed upon by the customer. Forms not designed in FormFlow shall be scanned into the Forms Printing System (FPS) within 2 workdays after dispatch of the form. The PA shall provide an on-site drop off point for customers and, unless otherwise directed by the customer, shall return to the customer any materials provided for digitization.

5.5.1.3 Form Reproduction. Upon dispatch of a work order requesting approval to reproduce a form, The PA shall approve or disapprove IAW paragraph 3-14, Chapter 3, AR 25-30, *The Army Publishing and Printing Program* (dtd 21 June 1999) within 1 workday of dispatch of request.

5.5.1.4 Troubleshooting and Problem Resolution. Upon dispatch of a work order request, the PA shall provide troubleshooting and problem resolution support. The PA shall resolve problems associated with JetForm FormFlow and electronic forms within 1 work hour of dispatch of work order.

5.5.2 Army Electronic Library Guidance. The PA shall develop and test instructions on how customers can access and use the Army Electronic Library and other electronic publications and forms CDs. The PA shall disseminate instructions to customers within 10 workdays after the new CDs are received.